



Shelter Coordinator TERM Job Posting

TITLE: Shelter Coordinator
HOURS: Full-time (evenings and some weekends required)
TERM: ending March 31, 2022
LOCATION: 637 Main Street
DEPARTMENT: Drop In & Shelter
REPORTS TO: Program Manager – Support Services
STATUS: Out of Scope
DIRECT REPORTS: Onsite Shelter Staff
HOURLY RATE: \$23.00

POSITION SUMMARY:

Reporting to the Program Manager – Support Services, the Shelter Coordinator provides staffing and management support to all shelter employees while maintaining the core values of MSP regarding harm reduction, choice, equity, and diversity to encourage individuals' capacity building. The Coordinator provides both administrative (payroll, timecard approvals, policy administration and compliance etc.) support and in the professional development (training, program compliance, workplace feedback, etc.) of front line staff.

KEY RESPONSIBILITIES

- Oversee and provide direction to shelter staff in their day-to-day duties
- Provide support to management in policy and procedure adherence
- Support the Program Manager in implementation of new policies and procedures
- Assist the Program Manager in researching and developing new initiatives
- Assist in employee on-boarding and training
- Communicate organization updates with employees on a regular basis, answer queries and provide information as needed.
- Monitor ongoing work, identify problems and make recommendations for continuous improvements of procedures and policies
- Responsible for employee performance management; keeping the Program Manager up-to-date on staff performance
- Participate in multidisciplinary team meetings, providing relevant participant information
- Ensure employees follow safe work practices and MSP standard operating procedures
- Conduct daily personal protective equipment (PPE) audits on the correct use, donning and disposal procedures
- Lead team debrief after incidents
- Complete timesheets for payroll processing in a timely manner
- Address community member complaints or concerns; keep the program manager up to date on all community member interactions
- Provide coverage on an emergency basis when needed.
- Provide crisis prevention and intervention as needed
- Attend and plan mandatory staff meeting, workshops and training sessions
- Communicate on a regular basis with the Program Manger on any staffing / scheduling issues or concerns
- Collect and report all monthly statistical information, MIS stats and other program related stats;
- Reports stats in a timely and accurate manner



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QUALIFICATIONS

- Two years' experience in human services, preferably working with adults challenged by homelessness, mental illness and/or chemical dependency
- Relevant post-secondary education is considered an asset.
- Experience in a management or administrative role is considered an asset
- Proficient computer literacy
- Ability to communicate and work effectively with staff from various backgrounds and disciplines.
- Excellent organizational and time management skills
- Ability to work with a client-centred care philosophy
- Ability to assess crisis and work in a crisis situation
- Ability to understand and comply with PHIA regulations
- Excellent communication skills, both verbal and written, and excellent listening skills
- Ability to communicate and work effectively in a multidisciplinary team
- Subscribe to philosophy of cooperation and continuity across programs, and of consideration and respect for participants
- Knowledge of Indigenous culture
- Knowledge of the effects of poverty and the determinants of health
- Ability to work effectively with participants displaying unpleasant and/or aggressive behaviour
- Demonstrated ability to apply Harm Reduction and Housing First philosophies in their day to day support of participants
- Ability to work flexible hours to meet program needs

ADDITIONAL REQUIREMENTS:

- Employees must present a current Criminal Record and Vulnerable Sector Search Certificate for employment at MSP. The employee is responsible for any service charges incurred.
- Valid CPR & Basic First Aid
- Non-violent Crisis Intervention and mental health first aid training is considered an asset
- Proof of being fully vaccinated against COVID-19 is required unless accommodated based on a medical contraindication, religion, or another prohibited ground for discrimination as defined under the Canadian Human Rights Act.

APPLICATION PROCESS:

When emailing your application, be sure to indicate the correct position information in the **subject line** when applying:

Submit required documentation to	hr@mainstreetproject.ca
Required Documentation	Resume, Cover Letter
Closing Date	January 9, 2021
Subject Line	Shelter Coordinator

Main Street Project recognizes the importance of building a workforce that is reflective of the community it serves, where culture, language and perspectives drive a high standard of care and service. Therefore, preference will be given to Indigenous people and those who reflect the people/population we serve. Applicants are asked to self-declare in their cover letter along with describing how they meet the above qualifications.

We thank all applicants but only those selected for an interview will be contacted.