Job Description

The Women’s Night Shelter Support Worker is responsible for the night-to-night operation of the program and care for the 15 women accessing services, working alongside one other Support Worker. This will include building relationships and giving referrals along with meeting the nightly needs of women such as laundry, showers and distribution of personal items.

Operating Responsibilities

1. Program Services:
   - Do intake and registration as women arrive
   - Give out bedding, assign cots, and provide personal items as required
   - Oversee shower and laundry access
   - Mediate any client conflicts
   - Do nightly sweeps of the designated external area, picking up garbage and discouraging loitering
   - Assist women guests in following guidelines and rules
   - Prepare food for breakfast and supper as well as do clean up
   - Share information at shift exchange with other shift members and Supervisor
   - Launder and fold towels and bedding

2. Administration:
   - Keep daily records as required
   - Write incident reports as required

3. Community Relations:
   - Build strong relations with the staff of Wendy’s House, Island Savings Center security staff and Vancouver Island University security staff.
   - Be on-call during the evening to address any neighbor concerns as appropriate

4. Accountability:
   The Women’s Night Shelter Support Worker:
   - Reports to the Women’s Night Shelter Supervisor of CWAV Society
   - Adheres to the constitution, philosophy, policies and procedures of the Society.
   - Creates trusting, respectful and supportive relationships within the Winter Shelter team, with other programs and with all agency staff.
   - Meets regularly with the Supervisor for supervision
   - Participates in program staff meetings and all agency meetings as appropriate.
   - Represents the Society positively and professionally in the community.

5. Qualifications:
   The Women’s Night Shelter Support Worker must have a:
   - Completion of high school
   - Able to work evening/night shifts
   - 1-2 years experience in working with women with substance misuse and homelessness challenges
   - Ability to articulate a philosophy of harm reduction and an understanding of the issues of poverty
• Work from a feminist perspective
• Commitment to and practice of anti-oppression.
• Experience with addictions and mental ill-health
• Strong connections in the community for referral sources for women.
• Satisfactory criminal record check.
• Emergency First Aid
• Non-Violent Crisis Intervention (NVCI) will be considered an asset

The Women’s Night Shelter Support Worker will also:
• Have experience in non-profit society and women’s organization environments.
• Have excellent communication skills, both verbal and written.
• Have proven ability to work cooperatively with other team members.
• Be personable, flexible and self-directed.

6. Classification:
• Shifts will be two 5pm-1am nights followed by two 1am-9am mornings. These are awake shifts.