



Job Description

Job Role	Client Support Worker – Adsum House
Reports to:	Shelter Director – Adsum House
Location	2421 Brunswick Street, Halifax
Hours of Work	Saturday and Sunday, 7 AM – 3 PM
Rate of pay	This position is within the collective bargaining unit, CUPE Local 4291. Starting hourly rate is CAD 29.73 Adsum is committed to employment diversity, and we welcome applicants from all backgrounds to apply. This position is designated; we are seeking candidates who are Indigenous, African Nova Scotian or Other Racially Visible Persons. We want to be deliberate and proactive in hiring in order that the diverse population of individuals experiencing homelessness can see themselves reflected throughout the organization. It is encouraged but not necessary, that you identify in your cover letter. Applications will be accepted on an ongoing basis until a suitable candidate is found.

Position Scope

Adsum for Women & Children seeks to lead change to end homelessness through housing, services and advocacy. The organization provides emergency shelter and permanent housing and services and supports specifically for women, families and gender diverse persons who experience homelessness or housing insecurity.

Under the day-to-day supervision of the Shelter Director, the Client Support Worker is responsible for assisting clients staying at the shelter with their basic day-to-day support needs. These include, but are not limited to providing information, referrals, advocacy, assisting clients to identify short- and long-term goals, assisting clients with safety planning and providing crisis intervention support as needed. The Client Support Worker assesses eligibility for shelter services, conducts all client intakes, discharges and related paperwork, answers and effectively responds to requests for service from the public in person and via the shelter's crisis line and assists in the overall day-to-day operations of the shelter.

The Client Support Worker utilizes a social justice perspective and conducts oneself in ways that support a client-centered, anti-oppressive non-judgmental shelter environment. Effective communication skills, managing stressful situations and crises effectively, flexibility, and the ability to work under pressure within a changing environment are essential skills for this role. The Client Support Worker has strong conflict resolution skills and confidently mediates conflicts as they arise. The Client Support Worker is comfortable working with and responding to people experiencing crisis. They are familiar with harm reduction service principles and can implement these when supporting clients. The Client Support

Worker demonstrates awareness of personal boundaries and can communicate these effectively. The Client Support Worker is also responsible for maintaining accurate and complete client files including an electronic database and gathering and recording other statistical information as required.

Key Responsibilities

A. Provides Direct Client Support Services

- Provides information, support and other services to women, trans and gender diverse persons and youth requiring emergency and short-term shelter.
- Provides information in person and on the phone to individuals and families seeking assistance in locating emergency, short-term and permanent housing;
- Ensures that all interactions with clients are carried out in a safe, dignified, and unobtrusive manner;
- Maintains client confidentiality and privacy;
- Offers support and assists in making community referrals;
- Is responsible for intake and discharge processes;
- Assists clients in securing financial services;
- Interviews new residents and assesses eligibility for services;
- Maintains accurate client records and is responsible for updating client information including an electronic database system;
- Provides regular reports and communicates pertinent information to oncoming staff during shift change;
- Assists clients in locating appropriate housing; and
- Assists clients in obtaining medical treatment and other services;
- Strives to maintain the safety of the communal environment and protect the rights of all clients;
- Provides assistance and support to clients during difficult and crisis situations; and
- Addresses and responds to crisis situations as they arise (including notifying on-call if needed).

B. Develops and maintains community liaisons and carries out networking.

- Is responsible for keeping informed of ESIA policies for the benefit of clients;
- Interacts with income assistance caseworkers and other community support people on behalf of residents;
- Develops and maintains a positive interaction with community agencies for the benefit of clients and Adsum House; and
- Networks and collaborates with community organizations to integrate poverty, homelessness and women's issues into the development of project proposals.

C. Prepares reports and maintains statistical information.

- Maintains and updates client files and communication notes;
- Completes transportation authorization forms for billing purposes;
- Maintains client transportation log and medication log;
- Assists clients to complete necessary forms for outside agencies;
- Inputs and updates client information on electronic database system;

- Documents all request for services; and
- Prepares other reports as required.

D. Assists in the delivery of client activities.

- Assists and/or conducts resident meetings and other activities as needed.

E. Assists in the day-to-day operation of the shelter.

- Answers door and phones;
- Conducting regular house and room checks;
- Assists with preparing resident belongings according to our Bed Bug Prevention Intake policy.
- Responsible for clearing, cleaning and preparing beds and rooms for clients;
- Packs, labels and stores former resident belongings;
- Launderers bedding and housing laundry;
- Greets visitors and accepts and records donations; and
- Is responsible for meal preparation and other household duties in the absence of the Household Coordinator.
- Participates in on-call cover.

Performs other duties as required.

Knowledge, skills, Abilities and other Requirements

- Demonstrated understanding of the issues related to homelessness including systemic issues
- Demonstrated understanding of Housing First and Harm Reduction principles and approach.
- Demonstrated skill in implementing client centered values, anti-oppressive practice, trauma informed and social justice principles in client work.
- Knowledge of mental health issues, crisis intervention and substance use.
- Must have superior interpersonal, communication and documentation skills.
- Demonstrated skills in mediation and conflict resolution.
- Extensive knowledge of community resources and the social service delivery system, including ESIA, local/provincial housing and subsidy programs, and residential tenancy rights and regulations.
- Proficiency in Microsoft Word, Excel, PowerPoint, Outlook and use of Internet.
- Must be self motivated and able to work with minimal supervision
- Can safely fulfill the physical demands of the job including, but not limited to, climbing several flights of stairs and carrying donations and resident belongings up and down stairs multiple times during a shift.

Qualifications Required

- Minimum requirement: Bachelor's degree in social science or a community college diploma in community services **OR** an equivalent acceptable to the employer
- At least two years' experience in the social service field
- Experience working for a walk-in center or a non-profit organization is an asset.
- Must have the following or be willing to acquire within the first 3 months of employment:
- Standard first aid / CPR Level 'C'

- De-escalation training
- Harm reduction / naloxone training

Physical Requirements

- Prolonged periods of sitting at a desk and working on a computer.
- Prolonged periods of standing and working while on your feet.
- Can safely carry out the duties of the position including being able to lift supplies and physically support individuals with their belongings when needed.
- Must be able to access and navigate different areas / hotels / housing / shelter including stairs and storage areas
- Common hazards: conflict, sharps, bodily fluids, pests, cannabis or cigarette smoke