
Job Title: FRONT LINE WORKER-FRONT DESK**Job Summary:**

Front Line Workers at Squamish Helping Hands form the core team that provides support, information, crisis intervention, and ensures the safety of program participants. Front Line Workers employ best practices to reduce harms associated with substance use and engage with individuals to inform, refer, and support participants. Workers use a non-judgmental trauma-informed approach to enhance the knowledge, skills, resources and supports for individuals to be safer and healthier.

The Front Line Worker-Front Desk individual supports Front Line workers on shift. They help to coordinate participant service and support and serves as a hub of information for participants, volunteers, staff and community members at the Under One Roof reception desk. Front Line-Front Desk specific duties include: using various software applications to record data, make appointments, coordinate programming and building work orders; answering the phone, providing daily support to participants, maintaining a clean and safe environment, distributing harm reduction supplies, responding to incidents and other duties as they arise. The individual also assists staff with effective documentation and recording of information.

The Front Line Worker reports to the Programs and Services Manager and works in accordance with the mission, values, philosophy, and policies of the Squamish Helping Hands Society.

General Front Line Worker duties:

1. Participates as a team member, follows employee guidelines, policies and procedures and communicates effectively with clients, volunteers, and staff.
2. Attends meetings and required training.
3. Performs a variety of cleaning and disinfection duties such as sweeping and mopping floors, cleaning washrooms, dusting, wiping, garbage removal, recycling, doing laundry, and various other tasks.
4. Performs a variety of duties related to donations of food, clothing and other materials including accepting, organizing, cleaning, distributing and record keeping.
5. Performs a variety of duties related to food distribution.
6. Performs intake interviews with clients, delivers guidelines and policies to clients, records daily statistics and updates shelter stay lists.
7. Observes clients, volunteers, staff, guests to ensure a safe environment by performing duties such as reporting unsafe conditions, incidents and/or behaviours; site monitoring (including regular perimeter walks); dealing with emergencies.
8. Support clients with referrals, donated goods, community information, and shelter services.
9. Maintains confidentiality of clients, volunteers, and staff.

10. Follows specific shift “To Do” list.
11. Records shift summary in Communication Book - highlighting the need to know information, events, and incidents
12. Performs other related duties as assigned.

Education, Training and Experience:

- Diploma in a related human / social service field
- Excellent proficiency with computers and software applications such as Microsoft 365 and the ability to learn new applications.
- One (1) year recent related experience
- Level 1 First Aid Certification
- Foodsafe Certification
- Driver’s License
- An equivalent combination of education, training and experience may be considered.
- Additional preferred Assets – training in Crisis Intervention Skills; Conflict Resolution; Harm Reduction; Trauma-informed Practice; Hostile interactions/De-escalation skills
- Must have a minimum of two (2) years’ sobriety if you are a “person with lived experience” i.e. having recovered from substance use issues.

Skills and Abilities

- Demonstrated ability to work independently and within a team environment.
- Demonstrated ability to communicate effectively both verbally and in writing.
- Demonstrated ability to work and communicate using a computer – Microsoft, online communication, related apps etc.
- Highly organized and able to multitask
- Demonstrated physical/ mental ability to perform the duties of the job.
- Demonstrated ability to operate related equipment.
- Demonstrated suitability to work with disadvantage and challenging adults in a diverse environment.
- Demonstrated ability to be open-minded and non-judgmental.
- Demonstrated ability to organize work.
- Demonstrated ability to take direction from others.
- Demonstrated ability to understand and maintain client/ worker boundaries.
- Demonstrated ability to work with others effectively

JOB CLASSIFICATION:

Transition House Worker (Benchmark)

Grid Level: 10

Union membership required: BCGEU