

Job Title: Front Line Worker

Job Summary:

The Front Line Worker (Level I) reports to the SHHS manager[s], chief administrator, or designate, and works in accordance with the mission, values and philosophy of the Squamish Helping Hands Society. Duties and responsibilities include; shelter operations, basic shelter maintenance and shelter cleaning, food preparation, volunteer supervision and support, client/staff safety, intake interviews, client support, bed distribution/count, daily shift reporting and any appropriate paperwork.

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 duties such as sweeping and mopping floors, dusting, wiping, disinfecting, garbage removal, recycling, doing laundry, and washing dishes.
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 preparation including cooking, meal planning, shopping, and Foodsafe practice.
6. Performs intake interviews with clients, delivers guidelines and policies to clients, records daily statistics and updated 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 walk); dealing with emergencies by contacting management and emergency services.
8. Support clients with referrals, donated goods, community information, and shelter services.
9. Maintains confidentiality of clients, volunteer and staff.
10. Follows specific shift "To Do" list.
11. Records shift summary in Communication Book - highlighting 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

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.

Crisis Intervention Skills training, Conflict Resolution training an asset

Minimum of two (2) years' sobriety if having recovered from alcohol and/or drug 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 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