



Family Support Worker: Various Shifts Available

You have a passion for making a difference, you crave the opportunity to impact your community and you would describe yourself as someone who seeks a career with purpose. You have a strong internal drive that pushes you to seek challenging work in a collaborative, professional and reputable environment that does meaningful work in Calgary.

At Inn from the Cold, our mission is to offer shelter, sanctuary, and healing to assist homeless children and their families achieve independence. We need passionate, high-performing and solution-oriented team members to achieve our mission and have an exciting and challenging opportunity for the right candidate.

Position Summary:

Reporting directly to the Family Support Manager, the Overnight Family Support Staff role works within the frontline team and provides support to clients at any of our locations. Family Support staff provide relational support to children and their parents as they navigate through the process of finding housing and exiting homelessness. The shelter team is responsible for ensuring families receive basic need items such as food and clothing, managing volunteers, assisting with program set up/delivery and providing a safe environment for all people using the Inn from the Cold's services. Services are delivered with compassion and active support while honoring the dignity of each person.

Primary Duties and Responsibilities:

The Family Support team performs a wide range of duties which may include:

- Attend to guests basic needs
- Prescreen clients prior to shelter entry
- Assess immediate needs and triage family needs as they arrive in the building
- Complete registration screening and paperwork with guests entering the shelter, ensuring an informative and compassionate intake into Inn from the Cold's services
- Facilitate orientation, guest sheet preparation and attendance basic afterhours intake/screening (when necessary), and ensure guests are following guidelines
- Cleaning duties as required
- Organize and maintain the storage facility for guests
- Build supportive relationships with families as they transition through the shelter
- Ensure confidentiality and professionalism of documentation, client information, or communications regarding Inn from the Cold Society and guests
- Document through HMIS
- Provide lunch bags for guests that are going to school or working
- Loading the school bus for school-aged children staying at Inn from the Cold
- Support families with photocopying of documents, applications and communications
- Assist with move-outs; help families move belongings and coordinate a mode of transportation
- Communicate effectively within the organization
- Assist volunteers, donors and other members of the public



- Assist with programs (set up/take down) and recording of participation
- Verify nightly statistics of the Inn from the Cold Emergency Shelter
- Manage incoming calls
- Liaise with outside agencies if they are calling to find shelter for families, or other resources
- Various administrative tasks including statistic tracking and reporting
- General security and ensuring all doors are locked at end of day
- Other duties as assigned by team leads

Qualifications:

- Possess knowledge of a variety of demographics
- Previous shelter experience is an asset
- Possess an understanding of homelessness
- Able to be awake during overnight shifts
- Able to maintain a calm and professional approach to high stress situations
- Possess strong interpersonal skills
- Previous experience with children is an asset
- Problem solving and critical thinking skills
- Organization, time management and flexibility as situations require
- Computer and database skills
- Standard First Aid/CPR, NVCI, Aboriginal Awareness and ASSIST training is an asset
- Proficiency with HMIS is an asset

Position Details

The shelter is a 24-7 operation

- The **Overnight Family Support Worker** is an awake overnight role.
 - Shift 1 will cover the following days: every other Saturday, and every Sunday, Monday, and Tuesday.
 - The hours for this role will be an 8:00 pm until 8:00 am. This role will be full time permanent role.

Please send resume to **Marj Kyle** at: joininn@innfromthecold.org.

I will be accepting Resumes until September 30, 2018

Only those selected will be contacted. No phone calls please.

This position description reflects the general duties of the position, but is not intended to be a detailed description of all duties that may be inherent in the position. The Family Support Worker may be asked to perform other duties as required or assigned.



Values:

- **Embrace Compassion:** we fulfill a duty of care, not only to our guests, but to our colleagues and our community
- **Exhibit Courage:** we uphold the convictions of the organization and support our community, especially when faced with adversity
- **Work Inclusively:** we foster a culture where all stakeholders feel they have an opportunity to turn their potential into performance
- **Demonstrate Respect:** we believe the way we treat each other in achieving our objectives is just as important as what we achieve
- **Act with Accountability:** we demonstrate a commitment to our word, accept responsibility for our mistakes, and take action to address them
- **Encourage Innovation:** we take informed risks and champion new ideas