



## JOB DESCRIPTION

<b>Title:</b>	Casual Client Support
<b>Reports to:</b>	Social Work Coordinator
<b>Located at:</b>	2421 Brunswick Street, Halifax
<b>Hours of work:</b>	casual employees needed to work flexible hours often on short notice and/or holidays
<b>Rate of pay:</b>	Casual employees earn \$20.10/hour.

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### Position Scope

Under the day-to-day supervision of the Social Work Coordinator, the Client Support Worker is responsible for assisting clients and families 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 also supports clients in securing financial support services. 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 crisis 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 Officer is comfortable working with and responding to people experiencing crisis, and those who are under the influence. 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.

## **Typical Duties**

### **A. Provides Direct Client Support Services**

- Provides information, support and other services to women, trans\* 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;
- Conducting searches of resident belongings in compliance with Adsum House policy and guidelines.
- Assists with preparing resident belongings according to Adsum's Bed Bug Prevention Intake policy.
- Responsible for clearing, cleaning and preparing beds and rooms for clients;
- Packs, labels and stores former resident belongings;
- Launders 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.

Performs other duties as required.

**Qualifications:**

- 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 in servicing clients in a social services field
- Comprehensive understanding of women's issues, poverty, homelessness and their root causes.
- Utilizes a social justice perspective.
- Demonstrates and is committed to working with clients using a client centered, anti-oppressive and trauma informed and harm reduction approach.

- Knowledge of Housing First Approaches considered an asset.
- Comprehensive knowledge of community resources, programs and services including ESIA and Child & Family Services.
- Excellent verbal and written communication and interpersonal skills.
- Knowledge of mental health issues, substance abuse and crisis intervention.
- Demonstrated excellent organizational skills.
- Ability to work independently and as part of a team.
- Demonstrates basic computer skills including familiarity with Microsoft Word, Excel, Powerpoint, gmail and google docs.
- 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.