



Canadian Mental  
Health Association  
Kenora  
*Mental health for all*

## **Casual Emergency Shelter Workers Kenora Emergency Shelter**

Reporting to the Chief Executive Officer and the Kenora Emergency Shelter Operations Team Lead the Shelter Worker is responsible for facilitating an atmosphere of safety and positive reinforcement.

The Shelter worker will work twelve-hour night shifts. They will participate as a member of a team of professionals whose focus is safety, stability and support for individuals in a housing crisis.

### ***Qualifications:***

Diploma in social sciences or human services as asset, High school graduation diploma or GED minimum  
Experience working with individuals with mental health struggles and addictions and/or demonstrated ability to work with vulnerable populations  
Personal qualities of empathy, understanding, and patience  
Good interpersonal communication and relationship building skills  
Ability to communicate professionally with community agencies  
Knowledge of community resources  
Cultural competence for diverse populations  
Understanding and applied knowledge of Recovery Model  
Understanding of trauma informed practice and implementation  
Good documentation skills  
Ability to learn and understand online scheduling  
Proficient computer skills  
Demonstrated understanding of personal space and ability to role model healthy boundaries  
Ability to manage conflict and crisis situations  
Ability to work independently as well as in a team environment  
Creative problem solving  
First aid & CPR/AED, Mental health first aid, and NVCI or willing to obtain

### ***Duties:***

- Adherence to all policies and procedures of Canadian Mental Health Association, Kenora Branch
- Assertive engagement with clients of the Kenora Emergency Shelter to connect them to services
- Ensure safety and security of all patrons during shift, including interpersonal safety and security of the shelter
- Logging patron contact throughout shift
- Assess and assist patrons with personal needs (e.g., personal hygiene, nutrition, medical or emotional)
- Monitor and supervise the shelter and patrons, assist patrons of the shelter with needs, questions and maintain shelter order in accordance with CMHA Kenora Branch policies
- Referral to community agencies and services where appropriate
- Ensure completion of shift responsibilities and routines
- Perform administrative functions as directed
- Communicate with shelter Team Lead of any building maintenance issues to be addressed
- Perform general housekeeping duties such as laundry, sweeping and mopping of floors, emptying garbage cans, clean and sanitize intake area, washrooms, sleeping area and common areas
- Assist with meal preparations, serving and clean up when required
- Attend monthly staff meetings and education/training opportunities as required
- Participate on specific committees or working groups as assigned by the Chief Executive Officer

- Provide a safe environment by ensuring adherences to Workplace Health and Safety Regulations and Policies, Infection Control Guidelines, WHIMIS and Safe Work Procedures; including but not limited to Fire, Disaster and Evacuation Plans
- Ensure client safety and client safety activities are emphasized throughout orientation of new staff members
- Support an environment which avoids, prevents and corrects all activities or actions which may result in an adverse outcome in the delivery of mental health services
- Responsible for self-care
- Other duties as directed

**For more information please visit [www.cmhak.on.ca](http://www.cmhak.on.ca)**

**Please submit resume by January 30<sup>th</sup>, 2023, attention  
to: Hiring Committee  
Canadian Mental Health Association, Kenora Branch 227  
Second Street South, 2<sup>nd</sup> Floor  
Kenora, Ontario P9N 1G1  
Email: [careers@cmhak.on.ca](mailto:careers@cmhak.on.ca)**

The Canadian Mental Health Association, Kenora Branch welcomes and encourages applications from people with disabilities.

Accommodations are available on request for candidates taking part in all aspects of the selection process.