

KABAESHIWIM RESPITE



JOB POSTING: Support Worker

POSITION SUMMARY

Under the direct supervision of the Kabaeshiwim Women's Shelter Supervisor and the Kabaeshiwim Women's Shelter Manager, the Shelter Support Worker provides compassionate, trauma-informed support to Indigenous and Non-Indigenous women and children accessing emergency shelter services. The Shelter Support Worker is responsible for ensuring a safe, welcoming, and supportive environment while responding to crises, assisting with daily living needs, and promoting client safety and well-being.

Working collaboratively with the Shelter Supervisor and Case Worker, the Shelter Support Worker provides frontline support, crisis intervention, client advocacy, and daily shelter operations in accordance with the philosophy, policies, and guidelines of Saugeen First Nation #29.

KEY DUTIES AND ACCOUNTABILITIES

- Provide compassionate, trauma-informed support to women and children accessing shelter services.
- Respond to crisis situations using de-escalation, active listening, and safety planning techniques.
- Complete client intakes, risk assessments, room orientations, and shelter admissions.
- Support clients with daily living needs while promoting independence, dignity, and empowerment.
- Monitor the safety and security of the shelter, clients, visitors, and property.
- Complete regular building security checks and ensure a safe shelter environment.
- Answer and respond to crisis line calls, walk-in clients, and community inquiries.
- Provide information, advocacy, referrals, and connections to community resources.
- Maintain accurate client documentation, case notes, incident reports, and required statistics.
- Assist with daily shelter operations, housekeeping, meal preparation, donations, and maintaining a clean and welcoming environment.
- Support and participate in shelter programming, recreational activities, and life skills initiatives.
- Work collaboratively with the Shelter Supervisor, Case Worker, and Manager to ensure continuity of client care.

- Participate in staff meetings, training, and ongoing professional development.
- Perform other related duties as assigned.

REQUIREMENTS

Education and Experience

- Grade 12 Diploma or equivalent required.
 - Post-secondary education in Social Service Worker, Human Services, Child and Youth Care, Community and Justice Services, Indigenous Studies, or a related field is considered an asset.
 - A combination of relevant education, training, lived experience, and work experience will be considered.
 - Experience working with women experiencing violence, homelessness, mental health, addictions, or crisis intervention is considered an asset.
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Knowledge, Skills & Abilities

- Demonstrated understanding of trauma-informed, client-centered, and culturally safe practice.
 - Ability to remain calm and respond effectively during crisis situations.
 - Strong interpersonal, communication, and conflict resolution skills.
 - Ability to work both independently and collaboratively within a multidisciplinary team.
 - Excellent organizational, documentation, and time management skills.
 - Ability to maintain confidentiality and professional boundaries.
 - Respect for Indigenous culture, traditions, and approaches to healing.
 - Willingness to participate in ongoing education and professional development.
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Requirements

- Current Criminal Record Check with Vulnerable Sector Screening.
 - Standard First Aid & CPR Certification.
 - Valid Ontario Class G Driver's Licence is considered an asset.
 - Ability to work rotating days, evenings, nights, weekends, and statutory holidays.
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WORKING CONDITIONS

Physical Demands

- Combination of office work, community outreach, client meetings, driving, and occasional lifting of materials under 20 lbs.

Environment

- Fast-paced shelter environment supporting women and children experiencing crisis, trauma, homelessness, and violence.

Mental Effort

- High level of emotional resilience required due to crisis intervention, advocacy, complex case management, and exposure to traumatic situations.

Position Type / Expected Hours of Work

- Full-Time.
 - 35 hours per week.
 - Rotating shift schedule of days, evenings and nights
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Program Information

Program: Kabaeshiwim Respite

Reports To: Kabaeshiwim Women's Shelter Manager

Term of Employment: Full-Time Term Contract (1 Year)

Hours of Work: 35 Hours per Week

Wage: \$23.19