

## **Extreme Weather Shelter Volunteer**

**Job Site:** Parksville

**Effective:** 24 October, 2016

**Revised:**

**Reports to:** Executive Director

### **FUNCTION OF THE EXTREME WEATHER SHELTER VOLUNTEER**

- Prepares and serves meals and snacks.
- Provides a human presence so that the EWS Support Worker is not alone at key times.
- Assists the EWS Support Worker to provide basic needs like food and clothing.
- Assists the EWS Support Worker in welcoming all clients with kindness and without judgement.
- Gives emotional support and empathy while maintaining professional boundaries.
- Monitors client interactions and reports concerns to the EWS Support Worker or Program Manager.
- Adheres to the Society's standards, protocols, and policies.
- Observes, documents, and reports important occurrences in the shelter, including changes in client behaviours; and identifies all concerns to the EWS Support Worker or Program Manager.

### **QUALIFICATIONS**

#### *Education*

1. Foodsafe
2. Courses in food preparation an asset,
3. Courses in mental health, addiction, social services, a significant asset
4. Managing Hostile Interactions (offered by Shelnetwork BC) and/or Non-violent Crisis Intervention and/or similar training in de-escalation and conflict resolution a significant asset
5. Listening and feedback training such as Motivational Interviewing, and/or Non-violent Communication a significant asset
6. Suicide prevention training an asset

#### *Skills and Knowledge*

#### INTERPERSONAL SKILLS

1. Remains calm when faced with challenging behaviour and is patient with disruptive conduct;

2. Demonstrates empathy, kindness, and a friendly disposition with healthy personal and professional boundaries (see ICCS code of ethics);
3. Possesses both assertiveness and tact when offering cues and reminders;
4. Notices behaviour, body language, verbal and non-verbal cues that suggest decompensation, drug use, and mental or emotional decline;
5. Works as a member of a team;
6. Practices self-care;
7. Senses and contributes to the shelter's therapeutic culture.

## TASK RELATED SKILLS

1. Proficient at creating tasty and nutritious meals;
2. Proficient at maintaining a clean and well-ordered environment;
3. Follows protocols and procedures consistently and faithfully;

## COMMUNICATION SKILLS

1. Communicates well verbally and in writing;
2. Adept at providing objective descriptions of events, especially behaviour;
3. Possesses consistency and the ability to follow guidelines for documentation, such as those related to a daily log, client binders, and files;
4. Proficient at typing and interacting with computers to enter data.

## KNOWLEDGE

1. Familiar with common health issues among people who are homeless;
2. Sensitive to cultural and ethnic differences;
3. Understands the role of the EWS within the wider continuum of housing services;
4. Understands the "Housing First" model and the concept of "barriers," to housing;
5. Maintains awareness of "street culture" and the methods and strategies used by street entrenched individuals to obtain services;
6. Knowledgeable of community resources;
7. Understands the defined role, scope, and limitations of a volunteer in the EWS environment.

## REQUIREMENTS

1. Required to possess and maintain a moderate level of physical fitness;
2. Required to fill out and submit the Ministry of Public Safety and Solicitor General's "Criminal Records Review Program Consent to a CRIMINAL RECORD CHECK" form #PSSG10-031 (for working with children and/or vulnerable adults) prior to training or working a shift;
3. Required to understand the philosophy of ICCS and adhere to and reflect the Society's values and code of ethics;
4. Must sign and comply with the ICCS confidentiality pledge, ICCS professional conduct agreement, and ICCS acknowledgement of policies;
5. Required to have dependable transportation;

6. Required to remain on site during scheduled volunteer duties, except where directed to do otherwise by the EWS Support Worker, program manager, a law enforcement officer, or equivalent; or when a fire or disaster requires evacuation;

## DUTIES

Volunteers must be prepared to perform some or all of the following:

1. Welcomes new clients and give a tour of the facility;
2. Prepares meals and ensures Foodsafe practices;
3. When time permits, reviews log, and management plans and asks for clarification if the plans are not clear;
4. Reminds clients of shelter rules when necessary;
5. Notify the EWS Support worker if weapons or drug paraphernalia are discovered.
6. Checks in with clients already admitted and provides assistance with personal care products, first aid, and issues the client may have encountered since intake;
7. Facilitates friendly client interactions and de-escalates client conflicts when possible;
8. When serious conflicts, disagreements, or accusations occur between clients, alerts the EWS Support Worker or calls 911;
9. Involves the RCMP if necessary when violence, abuse, threats, or criminal behaviours occurs;
10. Logs relevant observations and recommendations regarding client's safety or health concerns, in the client's files, client binder, or log book;
11. Assists the EWS Support Worker to fill out Incident reports;
12. Provides feedback, cues, and reminders to clients in accordance with any case or care plans that may be in place;
13. Instructs clients on laundry procedures;
14. Helps EWS Support Worker strip and disinfect beds;
15. Helps EWS Support Worker with laundry;
16. Other duties as assigned by the EWS Support Worker or Program Manager.
17. Attends and participates in shift debriefs before the start of each shift.