



Supportive Housing of Waterloo is always seeking new Relief Staff members.

Please see Job Description below and apply in confidence.

Direct applications to:

Rob Smith, Program Manager
Supportive Housing of Waterloo
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Fax: 519-886-8203

SHOW is anchored in a housing first philosophy and recognizes that housing is a human right and not a reward for good behaviour. SHOW provides low-barrier housing to individuals who have a history of housing instability. SHOW understands that some tenants may be actively using substances and/or experiencing diagnosed and undiagnosed mental health conditions. We compassionately assist our tenants to maintain their housing.

RESPONSIBILITIES:

1. Arrives for shift change in a timely fashion, 15 minutes before beginning of shift
2. Provides on-site supports to ensure that tenants are able to maintain housing stability
3. Participates in shifts changes with in-coming and out-going staff members, exchanging information related to important events and following staff determined strategies for supporting tenants over the course of the shift
4. Assists tenants to access food pantry, sometimes with light food preparation, and with cleaning and tidying
5. Accurately and neatly prepares written records in the tenant log and/or incident reports as needed, while ensuring confidentiality of records and client information
6. Communicates with tenants in a respectful/non-judgemental manner, delivering phone messages, and timely prompts related to tenants' appointments/community engagements
7. Performs wellness checks when tenants have not been in contact for 24 hours
8. Performs basic building cleaning as needed during the course of the shift
9. Responds to ongoing and immediate building maintenance concerns, and reports maintenance issues as needed for agency to follow through with appropriate repairs
10. Monitors tenant and guest comings and goings, and ensures that building remains secure

QUALIFICATIONS:

- College Diploma or University Degree in a relevant field (or in process of completing)
- Strong interpersonal and communication skills required
- Ability to assess complex situations and make appropriate decisions independently and as part of a team
- Knowledge of/or openness to learn about substance use, recovery issues and recommended approaches for supporting various stages of change
- Current standard first aid/CPR certificate or willingness to obtain at hiring
- Valid Food Handler certification is considered an asset
- Trained in non-violent crisis intervention (NVC) or willingness to obtain at hiring
- Familiarity with the Residential Tenancies Act
- Applied Suicide Intervention Skills Training ASIST, considered an asset

Rate of pay: \$18.00/hour

**Supportive Housing of Waterloo requires all employees to obtain a Criminal Background Check, including a Vulnerable Sector Search prior to commencing employment.

**While we appreciate your interest in SHOW, we will only contact applicants that have been selected for an interview.