

The Scott Mission

Position: Overnight Team Leader

Department: Shelter

Status: Full Time Permanent

Work Location: 502 Spadina Ave

POSITION SUMMARY:

The Overnight Team Leader/Counselor II will be based in the shelter at 502 Spadina, and will report to the Overnight Manager. The incumbent will work closely with the overnight team to provide relief and support to the overnight program.

Position Responsibilities:

- Lead a team to provide a warm, welcoming environment for the overnight clients
- Supervise support workers and counselors. Delegate tasks to ensure a smooth operation of the overnight program
- Hold impromptu meetings to review process and incidents and implement changes to operations as result from meetings
- Delegate and participate in set up, clean up and preparation of meals/snacks; Oversee linen inventory
- Ensure the appropriate amount of food is ready for the overnight program
- Provide client service as such meals, showers, distribution of other essential items, and make referrals to other agencies as needed
- Answer client's phone calls and inquires on premises; Update Medical files, work notes, incidents
- Ensure the registration of beds and check in process is safe, effective and smooth each night
- Provide case management and counseling/referrals to shelter clients
- Facilitate client retreats and assist in recovery programs
- Liaise with city officials and other agencies as necessary.
- Support team with the overdose protocol
- Video Cameras Management
- Assist residents during hospitalization
- Other duties as assigned including cover Team Leaders

Required Experience and Education:

- Demonstrated commitment with the Mission, Vision, Core values of TSM
- 3 years of support care experience with supervising experience
- Current First Aid/CPR level C certificate
- Current CPI training and Food Handling training, IPAC training & protocols
- SMIS & Microsoft Dynamics
- Able to Identify Job Hazard analysis during the work hours
- Able to work overnight shifts and weekend shifts
- Able to develop weekly devotions for staff or clients
- Previous security experience an asset
- Excellent communication skills, ability to speak other languages an asset
- Superior conflict resolution and problem-solving skills, able to deal with crisis
- Dependable and alert, ability to monitor the shelter overnight with minimal supervision

A combination of education and experience that demonstrates the ability to perform the responsibilities of this position may be considered in lieu of stated education and experience requirements. Interested applicants are invited to send a resume with cover letter to: careers@scottmission.com

The Scott Mission welcomes and encourages applications from people with disabilities. Accommodations are available on request for candidates taking part in all aspects of the selection process.

Employment is conditional to results of Police Reference Check and satisfactory reference.