

**Cornerstone Community Association  
Job Description  
Bargaining Unit Position**

**Position:** Part-Time Community Service Worker

**Position Reports To:** Program Director/Shelter Manager

**Location(s):** 133 Simcoe St. South and 178 Athol St. East

**Shift Coverage Times:** Shift times vary including 11:00 pm-7:00 am, 11:30 pm-7:30 am, 3:00-11:00 pm, 3:30-11:30 pm, 7:00 am-3:00 pm, and 7:30 am-3:30 pm.

\*Note: All shifts are Awake Positions; shift times and schedules may vary depending on program needs

**Purpose of Position:** The Community Service Worker is responsible for the provision of crisis services, safety, security, support work, advocating and case management as an integral part of the overall staff team. They are responsible to demonstrate respect for each individual requiring service and to assist in the reintegration of those accessing our services into the community.

**Requirements:** Minimum requirement of a diploma in social services field, Standard First Aid/Basic Rescuer CPR – C and Non-violent Crisis Intervention certification. Related work experience in the social service sector is also required or a closely related field. This position requires an acceptable RCMP Enhanced Reliability Clearance Certificate. This position does require availability for monthly scheduled shifts including statutory holidays. A flexible schedule for emergency coverage.

**Responsibilities:**

- To follow appropriate shift routine as required i.e., daytime, afternoon, overnight and overlap.
- To complete all intake/registration forms, posting sheets and assist in the maintenance of client files as required.
- To complete all task sheets, shift record, fire record, statistic/outcome record logs as required
- To clearly explain program policies and procedures which are applicable to clients as necessary.

- To provide support and information as needed by clients in the following areas: housing, employment, health, legal, social services, identification, recreation, and other services as required.
- To complete housing applications with new shelter guests as necessary
- To provide appropriate crisis intervention and conflict resolution as required and appropriately use community-based resources as necessary for additional support.
- To document all relevant information in the appropriate Case Manager portals.
- To attend staff training, in-services, meetings, and staff development days and provide appropriate and constructive input.
- To conduct shift changes communications in an effective and comprehensive manner
- To maintain confidentiality of all resident information
- To actively work as a team member within the framework of the Shelter/CRF Program while providing support and assistance as needed to tenants in Transitional or Permanent Housing programs.
- To demonstrate due diligence in ensuring the overall safety of the clients, staff, and volunteers and to observe and adhere to all Occupational Health and Safety legislation in the workplace and document any concerns to your supervisor.
- To observe and record the behaviors of clients and respond appropriately.
- To observe and record and ensure cleanliness and condition of the facility through daily inspection of the facility, security checks, and room checks where required.
- To maintain an appropriate Standard First Aid and CPR certificate is required.
- To understand how to implement the emergency fire and evacuation procedures.
- To work through areas of personal conflict or morale expeditiously and appropriately with Cornerstone Staff members as needed.
- Other duties as required.

Cornerstone Community Association welcomes and encourages applications from people with disabilities. Accommodation is available on request for candidates taking part in all aspects of the selection process.