

Shelter Support Worker

We are looking for a respectful and empathetic part-time Shelter Support Worker (SSW) to join our team at Agape House in Steinbach, Manitoba. Who are we? In 1985, a group of concerned citizens recognized the lack of a safe place for women and children experiencing domestic violence, so they gathered their resources and established Agape House.

At Agape House, we are client-focused and rely heavily on trust, compassion, and integrity to support our community. We serve a diverse array of clients who are in a difficult season; it is our mission to empower those who are experiencing family violence by providing safe shelter, information, counseling, and ongoing support to our family of clients.

The role:

We are looking for someone to join our team as a Shelter Support Worker (SSW). It might be you if any of this resonates with you: you want to make an impact in your community; you want to serve and support at-risk families; you understand the sensitivity and privacy of others; you are comfortable with every day being different; you thrive in fast-paced environments; you love to think outside the box.

Here are some of the responsibilities:

- You'll take care of client intake and departures, including documentation and support.
- You'll assist client's by providing all types of support (everything from risk assessments and counselling referrals to meal planning and movie nights) – both practical and relational.
- You'll respond to crisis line calls to provide assessments, support, and referrals.
- You'll be responsible for all evening and weekend client and shelter support responsibilities.
- You'll help create a safe space for clients by ensuring a clean and functioning place to live.

Here is what makes you stand out from the crowd, but not required:

- Previous experience (it's an asset, not a requirement) in working with people who have experienced addictions, trauma, or abuse.
- You have an education in a field like community services, justice, health care, or social work.
- You are energetic, proactive, and self-aware,
- Able to follow systems and processes but know when to think outside the box to find the best solution.
- Required:
 - Possess a valid Manitoba drivers' licence, including your own vehicle
 - Cell Phone
 - Able to successfully complete a Criminal Record Check, Child Abuse Registry Check, and Adult Abuse Registry Check.
 - Scheduling flexibility:

- As the Shelter and Crisis line operate 24/7, scheduling flexibility is a requirement
- Part-time staff must have some available for day, evenings, and overnight shifts.
- Able to provide coverage in emergency situations
- Shifts are rotating and blended (e.g., evenings and overnights)

Here are some of the things you can expect if you decide to work with us:

- A competitive salary based on the current collective agreement
- Paid overtime, as required.
- Shift premium for hours worked after midnight
- Employee Assistance Plan for all staff
- Ongoing external Professional Development plus internal staff meetings and training
- Opportunities to advance your career within the organization
- Potential to join pension and health benefit plan
- Competitive vacation, sick, and mental health leave/day plans
- A supportive and empowered work environment.

We would love to meet you. Please send your resume to Tracy Whitby, Executive Director at director@agapehouse.ca. We appreciate you taking the opportunity to consider this position and for submitting your resume