



Prince George Native Friendship Centre

Our people make a difference in the community!

JOB DESCRIPTION

Job Title:	Front-Line Support Worker (FT Graveyard Shift)
Program:	Ketso Yoh
Department:	Supportive Housing
Reporting to:	Program Coordinator

SCOPE OF POSITION

The Facility Staff will:

- Provide a safe and respectful atmosphere for the diverse group of men who utilize the services at Ketso Yoh Centre;
- Be available to provide crisis intervention, case management, referrals and support to the clientele;
- Develop good relationships with the clients, the public, community resources and ensure a substance free environment is available to those men seeking to be free of street life;
- Ensure the safety and security of the facility and report to the Program Coordinator any concerns; and
- Provide the continuation of resources for the community of Prince George.

SPECIFIC DUTIES (Include the following, however, other duties may be assigned as required)

Facility:

- Ensure the safety and security of the clients and the facility;
- Read all staff to staff communication logs, review client count, and check schedule;
- Complete initial house and grounds check and complete every half hour or as needed to ensure the whereabouts of all persons is known to you;
- Be available to assist all co-workers with outstanding duties;
- Ensure all areas of the facility, inside and outside are clean and sanitize on-going;
- Document/ write all incident reports, communicate with appropriate agencies, ie. RCMP, Ambulance;
- Wash and complete any outstanding laundry or linen;
- Notify Program Coordinator of any facility issues, needs, damages or concerns; and
- Verbal shift change with staff and highlight any notable events regarding the facility and the clients.

Client Support:

- Sign in clients, assign rooms and provide linen and clothing needs for those clients accessing the Shelter services;
- Track the whereabouts of all residential clients and complete spot checks daily;
- Be available to communicate with clients, engage in positive reinforcement of healthy choices, develop positive and trusting relations with clients, assist in conflict resolution;
- Provide referrals to clients for other services they may require. ie. Referral to housing/outreach, A&D counseling, etc.;
- Engage with clients and encourage them to become active in caring for their environment;
- Provide drop-in snack and encourage self-care and respect to clients;
- Assist with the coordination of any activities, ie. Encourage participation in programming, cultural events, house activities, volunteer efforts;

"Power of Friendship"

- Follow Extreme Weather Response (EWR) policies and procedures; and
- Provide assistance as requested by clients.

Organizational:

- Attend and participate in all team meetings, upon invitation;
- Communicate with all team members and be available for meetings;
- Attend and participate in all PGNFC activities, special events and training offered; and
- Participate in outside and/or in-service, as approved by direct supervisor.

Other Duties:

- All other duties, as assigned by the Program Coordinator.