



JOB POSTING

POSTING #: 2023-65

POSITION TITLE: TEAM LEAD SHELTER SERVICES – PHOENIX SITE

THE OPPORTUNITY

Join one of the [Top 10 Canadian Youth Impact Charities of 2022](#) today! Since 2010, Charity Intelligence has awarded Eva's with high marks for financial transparency, accountability to donors and cost-efficiency.

Learn more about Eva's Initiatives and the work that we do.

[About Us - Eva's Initiatives for Homeless Youth \(evas.ca\)](#)

ROLE OVERVIEW

The Team Lead, Shelter Services, is responsible for providing leadership and day-to-day oversight of shelter programs. Reporting to the Senior Site Manager, the Team Lead, Shelter Services ensures that staff is maintaining appropriate screening and safety protocols. The team lead is an integral member of the day-to-day operationalization of Emergency Shelter programs by assisting with program delivery and providing direct support to shelter clients. As team leader, the incumbent demonstrates behaviors that model and support the vision and goals of the program to ensure its success and builds the same level of support and productivity in other members of the team. Working with the Senior Site Manager, the team lead plans, develops, implements, monitors, and evaluates shelter programs and services. Under the direction of the Senior Site Manager, the Shelter Team Lead provides leadership and direct oversight of staff and shelter operations.

RESPONSIBILITIES

- Ensures adherence to shelter policies and procedures
- Ensures staff compliance with COVID-19 protocols and documentation is completed
- Leads team to debrief following an incident and facilitates team decision-making.
- Ensures incidents are documented and follow-up occurs, if necessary
- Assist with staff orientation
- Assist Senior Site Manager with performance management
- Acts as a mentor to youth service workers
- Guides and supports shelter staff in entry-level case management
- Working with the Senior Site Manager to support staff and residents
- Assists with program implementation
- Participate in planning meetings with the manager

- Ensures shelter site safety protocols are adhere to
- Create a supportive and safe environment for clients and staff
- Provides leadership support in difficult situations
- Builds rapport with youth and assists in the de-escalation of potentially violent situations using effective non-physical strategies
- Maintains incident log and reports issues or areas of concern immediately to the Senior Site Manager
- Performs wellness checks on clients, First-Aid and CPR
- Supports client intake and discharge
- Provides entry-level case management support
- Assist with the on-call duties on a rotational basis
- Flexibility to work for all of Eva's sites
- Engages and communicates with clients following person-centered, trauma-informed philosophy and anti-Black racism approach
- Demonstrated ability in working with a trauma informed, harm reduction approach and from an Anti-Black racism, anti-oppression, and culturally safe perspective/framework
- Understanding of issues related to youth homelessness, 2SLGBTQ identities, mental health and substance use problems and disorders, and developmental and learning disabilities.

QUALIFICATIONS

- Minimum 3 years supervision experience in social service setting, preferably with youth
- Undergraduate degree in a relevant field and/or comparable experience
- Advanced understanding of issues of substance use, mental health and harm reduction gained through direct experience working with individuals, preferably youth
- Experience working from an anti-oppression framework
- Sound understanding of issues facing homeless youth
- CPR and First Aid Certified
- Knowledge of recovery model and trauma-informed practices
- Knowledge of case management for shelter clients
- Knowledge of harm reduction philosophy
- Experience working in a unionized environment
- Strong written and verbal communication skills
- Proficient in MS Word, Excel, and Outlook
- Valid G –Level Driver's License is an asset

APPLY

Submit a cover letter and resume in one document by **December 14, 2023**, to careers@evas.ca. Be sure to indicate **2023 – 65 Team Lead Shelter Services – Phoenix Site** in the title. No phone calls, please.

CONDITIONS OF EMPLOYMENT

<https://www.evas.ca/conditions-of-employment/>

LAND ACKNOWLEDGEMENT

<https://www.evas.ca/land-acknowledgement/>

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<https://www.evas.ca/employment/>

Eva's Initiatives for Homeless Youth

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