

Shelter Administrative Assistant-Student

POSITION REPORTS TO: Supervisor of Direct Services (Shelter)

TYPE: Student Placement

LOCATION: Confidential shelter location

PURPOSE OF POSITION: to streamline a client pathway from beginning to end

Requirements:

1. Student on Placement (SOP) application form
2. Resume and cover letter (letter of intent)
3. Proof of full vaccination
4. A “clear” police vulnerable sector screening is required
5. School and program information (field guide)
6. Placement requirements
7. Placement agreement (learning goals, academic contacts)
8. 2 professional references
9. Liability insurance

About Yellow Brick House:

Yellow Brick House is a non-profit charitable organization dedicated to providing services to women and children who have experienced violence and abuse. Yellow Brick House provides emergency shelter, counselling and supportive services to abused women and their children in York Region. Services are provided within a confidential environment that facilitates empowerment to help women and their children to rebuild their lives.

Summary of Position:

Under the supervision of a Shelter Counsellor the student on placement will be responsible for supporting shelter activities and day-to-day duties for the organization. Such responsibilities include collaborating with other teams within the shelter, shadowing a shelter counsellor, and observing all shelter activities. The student on placement must demonstrate a commitment to serving Yellow Brick House clients and

to upholding the Yellow Brick House mission. This position is ideal for an individual with strong organizational, interpersonal, and problem-solving skills.

Responsibilities:

- Observes routine screening, intake, and assessment processes and decisions made by shelter staff, following standard procedures
- Attends and participates in team meetings with shelter staff
- Reads, understands, and follows all agency policies and procedures
- Shadows shelter staff during one-on-one counselling sessions with clients
- Liaises with various teams within the shelter to gain a strong understanding of shelter activities
- Fosters positive relations with all shelter staff and clients
- Maintains a positive approach and a professional manner
- Creates a flow chart, illustrating a streamlined client pathway for shelter staff and client use
- Observes crisis intervention process and methods to residents by telephone, text, or in-person
- Liaise with community resources as necessary, in assisting and supporting residents throughout the shift (i.e., hospital, police, Children's Aid Society, etc.)
- Overall monitoring of the shelter(s) to ensure safety for all residents and staff
- Performs other duties as assigned

NOTE: Not all incumbents perform all the duties described above but perform a similar range of duties

Orientation/Training:

1. Orientation provided by Volunteer Coordinator
2. Job specific training provided by a Shelter Counsellor

Working Conditions:

1. Works in a comfortable environment either inside or outside in typically pleasant conditions. Typical conditions are such that no risk of any injury or harmful effect is likely.

Please submit resume providing your interest in applying to this position in confidence to volunteering@yellowbrickhouse.org with “SOP – First name Last name” in the subject line