



9908-106 Ave  
Edmonton, AB T5J 2L8  
T. 780.422.2018  
E. hr@hopemission.com

## Job Description

**Job Title** : Shelter Intake Worker  
**Based at** : Downtown Edmonton  
Herb Jamieson Center (10014-105A Ave NW)  
Hope Mission Main Building (9908-106 Ave NW)  
**Reports to** : Shift Supervisor  
**Hours of work** : Full Time  
Day positions: 8:00 am to 8:00 pm, 4 days on and 4 days off  
Night positions: 8:00 pm to 8:00 am, 4 days on and 4 days off  
**Salary** : \$20 an hour – including 2 hours of paid breaks per shift  
**Start Date** : Immediate  
**Status** : Contract Position, ending April 30, 2023  
(with possibility of extending contract or being offered a Permanent Full Time position)

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### **OUR MISSION**

*To serve, strengthen and uplift men, women, youth and children through the life-changing gospel of Jesus Christ*

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#### **Job Summary:**

The Intake Worker will work directly with community members experiencing homelessness in Edmonton, helping to provide them with emergency shelter and support services. The critical tasks of this position are to facilitate a warm, welcoming and supportive atmosphere, develop relationships and ensure that safety is maintained.

#### **Major Duties and Responsibilities:**

Assist in the operation of the Emergency Shelter & Support Services department by:

- Utilizing and developing customer service skills to promote a welcoming, friendly and kind environment to support people experiencing homelessness.
- Assist community members experiencing homelessness by performing shelter intake duties, such as checking guests in/out of shelter, completing new registrations, assisting with baggage/belonging storage and organization
- Enter client related information into shelters' reporting program/database (ETO)
- Manage and report on all incidents
- Providing community members with blankets, towels, hygiene products, nutrition, clothing and other items

- Assist with basic operations, such as cleaning mats, picking up garbage, laundry, stocking intake offices with supplies and other tasks as delegated by the supervisor or team lead
- Engaging in shift debrief before and after your shift, including a brief devotional time
- Build rapport with clients through active listening and provide information on expected standards of conduct
- Assist with support services, such as addiction recovery program applications and information, referrals to the nursing/medical supports, engage in housing conversations and make referrals to the housing department, etc.
- Engage in responses to emergency medical situations inside or outside of Hope Mission property, such as community members who are in medical distress or who overdose due to drug poisoning
- Be willing and comfortable to engage in drug poisoning (overdose) reversals using naloxone and performing CPR when required
- When safe, be willing and comfortable to respond to incidents within the community that Hope Mission operates, such as medical incidents, drug poisoning reversals and other situations
- When requested by shelter management or supervisor, engage in community support such as outreach, pressure washing, community clean-up or other tasks that serve the community at large
- Screen and monitor community members to promote a secure and safe shelters' environment, both inside and outside within Hope Mission property
- Maintain radio communication to keep other staff and facilities informed
- Assist with meal service if requested by shelter supervisor or team lead
- Clock-in and clock-out on biometric hand clock
- Attend staff meetings and make reports as necessary
- Assist Hope Mission Rescue Van as required
- Any other tasks as requested by shelter management

#### **Minimum Qualifications and Skills:**

- A university or college diploma or degree in social work, human services, psychology (or related fields), nursing/medical or bible school/seminary education will be considered an asset
- Those currently pursuing or thinking of pursuing careers in law enforcement, emergency medical services, fire rescue services, medicine/nursing, social work or other human support services will be prioritized and are encouraged to clearly state their experience on their resume and cover letter
- 2 years of work experience is an asset
- Ability to communicate effectively with clients, and conflict resolution skills
- Administrative and organizational abilities
- Ability to exercise authority without intimidation
- Self-management skills



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**Other Requirements:**

- Being a Christian Organization we require our employees to be in agreement and sign the Hope Mission Statement of Faith (<http://hopemission.com/about-us/values/>)
  - Must be legally entitled to work in Canada on a full-time basis.
  - Able to provide a clean Criminal Record Check and Vulnerable Sector Search
  - A letter of reference from a ministry or church is an asset
  - Adherence Hope Mission's Vision, Mission, Policies and Procedures.
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**To Apply, please send:**

1. Resume,
2. Cover letter stating why you would like to work in a Christian, faith-based organization and why you would be a good candidate to serve those experiencing homelessness

TO: Hope Mission Human Resources: [hr@hopemission.com](mailto:hr@hopemission.com)

**We thank all applicants for their interest; however only those candidates selected for an interview will be contacted.**