



# OVERNIGHT SUPPORT WORKER

EMMA MATERNITY HOUSE SOCIETY

## **Emma House Mission Statement**

Our mission is to provide housing and support for pregnant women and youth experiencing or at risk of homelessness; empowering them to move out of vulnerability and into a healthy and sustainable life for them and their child.

## **Key Accountabilities**

- Reports to Program Manager and Operations Manager
- Current Emma House Residents
- Staff Team

## **Responsibilities**

### **CLIENTS & PROGRAM**

- i. Work to prevent the neglect of babies and ensure all babies are taken care of. The safety and wellbeing of all babies/children are Emma House's top priority.
- ii. Provide support, care, and crisis intervention during the overnight hours.
- iii. Oversee the house and residents; follow the client directives issued by the Program Manager
  1. Collaborate with resident support agencies, family, and natural supports as per resident support plan and report back to the Program Manager
  2. Acting under the instruction of the Program Manager, provide support to each mother and baby according to Emma House and Child Family Services plan.
  3. Work alongside residents birthing support team + mentoring mom in support of Program Manager for each resident.
  4. Support the dignity of residents by seeking to identify their needs in a respectful manner.
  5. Conduct resident room checks and record in communication notes if the client's room did not pass the check.
- iv. Support the Program Manager, Key Workers, and Operations Manager through ensuring Emma House rules are followed by current Residents and any volunteers.
- v. Other duties as requested by the Program Manager or Operations Manager.
- vi. Provide support to Residents and their babies as needed and as directed by their Key Worker and/or the Program Manager.
- vii. Provide childcare when necessary.
- viii. Provide crisis intervention when needed – communicate, record, and report accordingly.
- ix. Perform duties as required/directed to support Resident assistance/transition plan and report back to the Key Worker(s).
- x. Assist with Resident medication procedures, records medication and dosage taken in medication binder, ensures Resident sign off and secures medication in locked cabinet.
- xi. Refer to driving schedule and remind Residents when required.

- xii. Support Key Workers by completing daily weekly Resident room checks and weekly resident chores.

## **COMMUNICATION & TEAMWORK**

- i. Answer incoming calls to Emma House Staff phone and pass messages on to appropriate Team Members as required – including inquiries from agencies and at-risk callers seeking information about Emma House.
- ii. Information collected is passed on to Key Worker for follow-up and resource information sheets utilized to assist in providing information that may serve to meet the caller's immediate needs.
- iii. Monitor and update information on daily communication whiteboard re: Resident appointments/staff shifts/staff on-call and any visiting professionals for the day.
- iv. Conduct COVID-19 wellness checks for any on/off site visits as per protocol and as directed by Key Workers and Management Staff.
- v. Read Communication Notes and follow-up on required items as directed by the Key Worker, Program Manager, or Operations Manager.
- vi. Communicate important items of information/incidents/concerns regarding Residents directly to Key Workers on duty if available or the Program Manager/Management Team member on duty or on-call.
- vii. Participate in weekly/monthly Staff/Support Worker Meetings and receive debrief of Case Management Meetings through Key Workers and Program Manager communication.

## **OPERATIONS**

- i. Follow all Policies and Procedures as outlined by Emma Maternity House Society and as directed by Emma House Management Team.
- ii. Carry out cleaning and sanitization duties throughout common areas, hallways, kitchen and laundry area as outlined in daily checklist and as directed by Key Workers or Management Team.

- iii. Assist with Emma House laundry, blanket, toy, and mat washing and sanitizing as per protocols, checklists and as directed by the Key Workers and Management Team.
- iv. Support daily check, monitoring, and recording responses to COVID-19 wellness questions.
- v. Report any concerns immediately to Key Worker or Management Team Member on duty/on-call.
- vi. Prepare supper time meal per protocol and ensure dishes and kitchen are cleaned and sanitized frequently per protocol and Infection Prevention & Control (IP&C) schedule.
- vii. Perform hourly rounds on all floors as required and as directed.
- viii. Check collections list and set out appropriate garbage/recycle/compost/diaper compost bins per schedule.
- ix. Participate in pre-screening of visitors within 24-hours of visit, receive and screen visitors upon arrival.
- x. Provide open communication and dialogue with Operations Manager with any concerns about fellow staff, students, volunteers for action by Operations Manager.
- xi. Assist the Operations Manager with research, record-keeping and administrative tasks as needed.
- xii. Complete nightly task list.
- xiii. Monitor cameras and ensure the safety and security of the house and all Emma House residents and babies.

## **COMMUNITY RELATIONS**

- i. Represent Emma House daily in a professional manner.
- ii. Participate in the planning and delivery of Emma House community functions such as celebrations, fundraisers, meetings, retreats, etc.

## **Education, Training, Experience and Personal Requirements**

- Education and Experience in the field of social work, child studies, addictions, counseling, or related field
- Experience working with at risk/vulnerable women and children

- Ability to communicate effectively and work in a collaborative team environment
- First Aid and CPR training
- Training /Certification in FOIP, Brain Story, Applied Suicide Intervention Skills Training (ASIST) preferred

### **Personal Characteristics**

- Behave ethically: Understand ethical behaviour and business practices and ensure that own behaviour and the behaviour of others is consistent with the values of Emma House.
- Build Relationships: Establish and maintain positive working relationships with others, both internally and externally, to achieve the goals of Emma House.
- Communicate Effectively: Speak, listen, and write in a clear thorough and timely manner using appropriate and effective communication tools & techniques.
- Creativity & Innovation: Develop new and unique ways to improve operations of the organization and to create new opportunities.
- Focus on client needs: Anticipate, understand, and respond to the needs of internal and external clients to meet or exceed their expectations within the organizational parameters.
- Foster Teamwork: Work cooperatively and effectively with others to set goals, resolve problems, and make decisions that enhance Emma House's effectiveness.
- Organize: Set priorities, develop a work schedule, monitor progress towards goals, and track details, data, information and activities.