



JOB DESCRIPTION

Position Title: Shelter Support Worker

Program/Division/Department	Programs & Services
Reports to:	Director, Operations
Version Date:	August 2026

Position summary:

The Shelter Support Worker is responsible for providing front-line support to Inuit individuals and children experiencing domestic violence. Reporting to the Director, Operations, the Shelter Support Worker is responsible for providing a safe, welcoming and culturally respectful environment. Working in a 24 hour shelter setting, Shelter Support Workers assist clients with immediate needs, providing crisis support, connecting individuals to community resources, and promote dignity, respect and housing stability.

Key Responsibilities:

- Welcome clients to the shelter and complete intake and orientation procedures.
- Provide compassionate, respectful, and culturally responsive support to shelter residents.
- Monitor the safety and security of the shelter, clients, visitors and staff.
- Respond appropriately to crises, conflicts, and emergencies using trauma-informed and de-escalation practices.
- Conduct regular wellness and safety checks throughout the shelter.
- Maintain accurate, timely, and confidential client records, case notes, and incident reports.
- Assist clients in accessing housing, income supports, health care, identification, food security, and other community resources.
- Support clients in achieving personal goals through encouragement and referrals.
- Maintain shelter cleanliness and assist with light housekeeping and organization of shared spaces.
- Assist with meal service, donations, clothing distribution, and basic needs supports as required.
- Work collaboratively with coworkers, community agencies, emergency services, and housing partners.
- Participate in team meetings, training, and professional development.
- Perform other related duties as assigned.

Community Engagement and Program Participation

- Participate in community outreach, engagement activities, workshops, and special events.
- Assist with planning and implementation of community-based initiatives related to housing, wellness, and homelessness prevention.
- Represent IAM at meetings, forums, and events as requested.



Administration and Reporting

- Complete monthly reports, statistics, and program documentation required by funders and IAM.
- Participate in program evaluation, data collection, and reporting activities.
- Maintain confidentiality and ensure compliance with organizational policies and funding requirements.

Organizational Support

- Provide support to other IAM programs and organizational activities when requested by management.
- Perform other related duties consistent with the position and organizational objectives.

Confidentiality and Professional Conduct

- Maintain strict confidentiality regarding client, organizational, and program information.
- Adhere to Inuit Qaujimajatuqangit (IQ) principles, IAM policies, workplace standards, and professional ethics.

Qualifications:

Diploma or certificate in Human Services, Social Work, Community Development, Office Administration or related field.

An equivalent combination of education, training, lived experience, and cultural knowledge will be considered

Knowledge, Skills and Abilities

- Experience working with individuals experiencing domestic violence, mental health challenges, substance use, or other barriers.
- Knowledge of trauma-informed care, harm reduction, and culturally safe practices.
- Strong communication, interpersonal, and conflict-resolution skills.
- Ability to remain calm, professional and supportive during crisis situations.
- Ability to maintain strict confidentiality and professional boundaries.
- Proficiency with Microsoft Office and electronic record-keeping systems.
- Ability to work independently and collaboratively in a team environment.
- Understanding of Inuit culture, history, and the unique challenges facing Inuit communities.

Assets

- Experience working in Indigenous or Inuit community-based programs.
- Knowledge of culturally responsive or land-based learning approaches.
- Ability to speak or understand Inuktitut or Inuinnaqtun.



Required Certifications & Clearances

- Valid First Aid and CPR certification (or willingness to obtain)
- Criminal Record Check with Vulnerable Sector Search
- Child Abuse Registry Check

Languages

- Fluency in English is required.
- Fluency in Inuktitut is an asset.
- Fluency in French is an asset.

Working Conditions

- Shift work including evenings and weekends based in Manitoba within the organization's primary location.
- Flexible varied schedule; includes evenings, weekends and occasional holidays.