

## **A WAY HOME KAMLOOPS SOCIETY**

### **SCATTERED SITE ON-CALL STAFF**

#### **JOB DESCRIPTION**

**JOB TITLE:** Scattered Site On-Call Staff

**JOB SUMMARY:**

The primary role of On-Call Staff is to provide consultation, support and emergency guidance to staff working in the Scattered Site program.

**PROGRAM SITE:**

The On-Call staff will be provided with a cell phone while completing their rotation. Duties will be predominantly completed via phone and email. In rare occasions they may need to respond in person to a scattered site location.

**CLASSIFICATION:** On-Call

**COMPENSATION:**

The On-Call staff will receive \$250/week during the weeks they are on call. If the on-call staff is required to respond in person, they will receive banked time equivalent to a minimum of a 4-hour shift at \$21/hour.

**RESPONSIBLE TO:** Housing Manager

**REQUIRED QUALIFICATIONS:**

- Post-secondary education in the areas of social work, counselling, human service or a related field.
- Proven experience working with youth at risk of or experiencing homelessness, with mental health and/or substance use issues.
- Experience responding to emergencies and critical incidents
- Comprehensive knowledge of A Way Home Kamloops policies and procedures.
- Strong communication and analytical skills.
- Demonstrated conflict resolution and verbal de-escalation skills.
- Required certifications include: First Aid/CPR-C, Opioid overdose response, ASSIST or Safe Talk, Non-Violent Crisis Intervention.

## HOURS

Monday to Friday 5pm to 9am, Saturday and Sunday 24 hours

## RESPONSIBILITIES

- Provide after-hours consultation support to staff working and youth residing in Scattered Sites
- Respond, advise and direct staff and youth in the event on an emergency
- Connect with emergency services if a youth expresses suicide ideation.
- Follow instructions and directives to manage situations given by the Housing Manager and Executive Director.
- Support Safe Suites staff with check-in/check-out procedures if there is an increased safety risk to support staff safety as per the working alone procedures.
- Approve unexpected absences (i.e. sick) and direct staff to conduct the Casual Call-Out procedure. In rare occasions, may give permission to call in a second staff (severe safety concern) or approve one off over time in the event another staff is unable to come in.
- Advise staff on the operationalization of policies and procedures of A Way Home Kamloops.
- Brainstorm and co-create solutions with staff to mitigate risk or to support youth residing in a scattered site.
- Monitor the response to critical incidents.
- Update on-call log when contact by other staff.
- Brief the Housing Manager and Case Managers the next business day on any incidents/calls that occurred while on-call.
- Maintain documentation and communication to support the Housing Manager's ability to oversee the Scattered Site Program.
- Work with staff on shift to coordinate a response and plan to support a youth in crisis.
- Use the provided phone to communicate with staff and youth.