



POSITION: Program Support Staff

REPORTS TO: Program Manager

OBJECTIVE: This position works under the direction of a Program Manager. The purpose is to provide operational support to Wyndham House programs.

JOB SUMMARY:

- Provide a welcoming, friendly environment for clients
- Help ensure the safety and security of all clients
- Assist clients with skills development using a strengths-based approach
- Engage youth in daily activities
- Provide crisis and behavioural interventions as required

ESSENTIAL DUTIES AND RESPONSIBILITIES:

- Work 48 hours/month
- Participate in regular check-ins with your supervisor through email, phone, or in person
- Complete client intake and related administrative tasks
- Maintain safety and security of Wyndham House programs and supervise spaces occupied by clients as per established procedures
- Provide service in a non-judgmental manner that respects client confidentiality
- Maintain program cleanliness as it was upon arrival; mitigate cleaning needs if they arise
- Accurately complete client records following the agency's procedures and processes
- Facilitate and record clients' access to medication
- Prepare and provide meals as required by policies and procedures
- Provide crisis intervention support in situations of physical confrontation, and during medical and psychiatric emergencies experienced by clients
- Attend staff meetings as requested
- Complete and document site security checks, petty cash, and any other regular shift inventory tracking
- Other duties as assigned by your Program Manager

QUALIFICATIONS:

- CYW diploma/degree preferred, or related education/experience
- Some experience in a residential care facility
- Passion and commitment to an inclusive workplace; respecting and valuing the diversity of every individual

MANDATORY REQUIREMENTS:

- CPR / First Aid Level C
- Criminal Reference Check, including vulnerable persons
- Two doses of the COVID-19 vaccine

With creative persistence and low-barrier, wraparound support, Wyndham House meets youth needs to ultimately prepare them for their own version of successful living.

MAILING/ADMIN OFFICE

77 WESTMOUNT ROAD, UNIT 300
GUELPH, ON N1H 5J1

CONCURRENT YOUTH HUB

133 WOOLWICH STREET
GUELPH, ON

SUPPORTIVE HOUSING PROGRAMS

SUFFOLK STREET WEST BELLEVUE STREET
GUELPH, ON GUELPH, ON

YOUTH EMERGENCY SHELTER

18 NORWICH STREET EAST
(519) 837-3892 GUELPH, ON

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