



**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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