

Job Posting

#21.87 SHELTER SUPPORT WORKER

First Met

See Below For Shift Details

This posting is open to all qualified applicants.

Our Place Society (OPS) is an organization founded on progressive Christian values and principles. We work as a team to create a nurturing atmosphere of home and family, where all are welcomed. **A team approach is critical to living out our mission and values and to directing our work.**

Position Overview:

Many homeless people have been housed in various new residential sites and you could be an important part of the team that is supporting this population and changing the homeless situation in Victoria!

Reporting to the Site Supervisors, the Support Worker develops and/or assists in the development of services and resources which will support residents in formulating and implementing a transitional plan which promotes independence.

The Support Worker participates directly in the engagement and provision of services, resolves difficult or sensitive issues or problems, and maintains a welcoming environment for a diverse population, including people with mental or physical disabilities, people with addictions, women, and aboriginal people.

Duties and Responsibilities:

- Create a safe, welcoming and calming environment for the men and women entering our facility. Stay observant of the environment and provide calming intervention as required to ensure the safety of everyone and policies are being respected
- Provide first response to crisis intervention as required. Communicate with team members, Manager and Team Lead and work alongside them to deescalate and resolve situations. Call for assistance when appropriate.
- Follow intake procedures as people arrive into the facility
- Report all incidents, observations, and unsafe conditions through the proper channels
- Assists in the planning, organizing, controlling and directing the provision of outreach services
- Ensures program delivery is consistent with Our Place vision.



Hope and Belonging

- Monitors the services provided by volunteers to family members, for consistency, quality of guidance, suitability of activities, caring, etc.
- Discusses problem situations and remedies with lead workers and other outreach workers and participates directly in the provision for services to resolve difficult or sensitive issues or problems.
- Is aware of critical incident report procedures and follows all health and safety policies and procedures
- Maintains open lines of communication between various areas of OPS
- Maintains a professional yet compassionate relationship with family members
- Keep facility in a clean and tidy state at all times
- Performs other related duties as required.

Qualifications:

Education and Experience:

- Any post-secondary education is an asset with preference in the human and social services field in a Degree, Diploma or Certificate program such as: BSW, Mental Health Worker, Community Health Worker, Mental Health and Addiction Worker and Social Services Worker.
- Equivalent experience in the community social services sector with working knowledge of community support agencies and resources will be considered.
- Knowledge of current social issues related to homelessness, mental illness and drug addiction is essential.

Skills and Abilities:

- Knowledge of current social issues related to homelessness, mental illness and drug addiction.
- Strong computer skills.
- Training in or knowledge of non-violent crisis intervention techniques.
- Knowledge of services available to family and residents.
- Ability to work independently and show initiative and creativity.
- Ability to deal in a positive collaborative fashion with individuals, family members and community contacts.
- Strong problem solving, decision making, communication and collaboration skills.
- Knowledge of and ability to employ behaviour management techniques.
- Ability to work in an intense and challenging work environment with very demanding individuals.

Working Conditions

Shifts: 1) Full Time, Nights – Tues /Wed / Thurs – 7pm to 7am

2) Full Time, Nights – Fri / Sat / Sun – 7pm to 7am

Compensation: \$23.03 to 25.62 per hour. Plus an additional \$1.00 for overnight shifts.


Benefits: 3 weeks' vacation. Excellent full employer paid benefits after successful completion of 3 months of full-time employment.

How to Apply:

Eligible candidates are invited to submit a covering letter with their resume detailing their related background, experience and qualifications by 4:30 p.m. Tuesday, October 5, 2021 to careers@ourplacesociety.com or to Our Place Society, Attention Marion Hoadley, HR Director, 919 Pandora Ave, Victoria, B.C. V8V 3P4. Please quote **“File #21.87 – Shelter Support Worker – First Met <specify shifts>”** in the subject line.

Please note: All applications must have a cover letter to be considered.

We appreciate your time and interest in the position. However, due to the volume of applications, only shortlisted candidates will be contacted.



Our Place Society is an equal opportunity employer. We value the diversity of the communities we serve, and are committed to engaging and developing a diverse and inclusive workforce. Our Place Society welcomes applications from First Nation, Inuit, Métis, New Canadian, differently-abled, and LGBTQ2S communities