

Job Posting

#22.70 HOUSING TEAM LEAD

Muncey Place

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:

Reporting to the Site Supervisor, the Team Lead is an important position as TLs provide leadership and support to both staff and residents. Team Leads model important work habits as well as set the tone for each shift. Team Leads foster a supportive and inclusive work/living environment, through active listening and by staying open to change and to others' opinions. The duties and responsibilities reflect the needs of our residents and our housing/shelter programs. These duties are listed but not limited to the areas included below.

Duties and Responsibilities:

Team leads ensure that incidents are handled in a supportive manner, while deescalating/minimalizing appropriately. Team Leads ensure that appropriate actions are taken and debrief with the team and residents as needed.

Under the direction of the Site Supervisor:

- Supervise the Housing Support Workers on shift.
- Oversee the daily functioning of the shelter and its residents.
- To ensure that the 'half-hour rounds' are done and completed to standard.
- Complete any photocopying of forms.
- Transfer online files nightly.
- Maintain an active file for each assigned resident.
- Collect the daily data sheets and process appropriately.
- Is aware of critical incident report procedures and follows all health and safety policies and procedures.
- Assists with the collection of resident information for BC Housing, VIHA, and OPS statistics.

- Maintains knowledge of laws and legislation which affect our inner city family; Mental Health, Physical Health, Ministry of Housing and Social Development, Human Rights.
- Maintains open lines of communication between various areas of OPS.
- Oversee the team's duties and ensure that they are being done appropriately.
- To answer phone calls and direct appropriately.
- Assist the scheduler as needed.
- Oversee Incident Reports are being completed according to protocol.
 - Email the forms to all appropriate staff.
 - Ensure that the follow through process is being followed.
 - File the forms correctly and appropriately.
- Works alongside and provides leadership, support and training to volunteers in their roles serving community members.

Qualifications:

Education and Experience

- Some Supervisory experience is essential.
- 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.
- Experience working with marginalized populations essential.
- Experience doing scheduling and payroll considered a strong asset

Skills and Abilities

- 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.
- Demonstrated ability to apply safe work procedures.
- Flexible and tolerant attitude to diverse cultures.
- Ability to work independently.
- Ability to communicate effectively with clients and co-workers both verbally and in writing.
- Effective personal boundary setting skills with both clients and co-workers.
- Multi-tasking skills.



Hope and Belonging

Working Conditions

Shifts: 36 hours per week (3 x 12 hour shifts). Thurs/Fri/Sat **DAYS** (7am to 7pm).

Compensation: \$26.22 – \$28.92 per hour. Additional \$1.00 for overnight shifts

Benefits: Eligible for 3 weeks of vacation annually and excellent employer paid benefits after successful completion of 3 months of 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. on Friday, June 24th, 2022 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 #22.70 – Housing Team Lead – Muncey Place” 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.