

## Job Posting

# #22.124 SHELTER SUPPORT WORKER

## 919 Pandora

**\*Please 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:**

Our shelter and housing sites are places where we want our residents to feel safe, accepted and supported. Our staff need to be flexible and open to change, as every day is both the same and yet very different. Staff need to be able to deal with strong emotions and to see every interaction with a resident as another insight into their lives. This helps to build a better understanding of our residents and allows staff to work in conjunction with residents to create individualized goal driven plans, helping to move residents towards their personal goals.

The Shelter Support Worker position is about building therapeutic relationships, advocating for residents, and de-escalating situations as they come up. Support staff model appropriate communication and behavioral professionalism – language, behaviour, boundaries, and work ethic – with residents as well as setting the tone for each shift. Support Workers 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:**

Under the direction of the Team Lead/Site Supervisor:

- Creates a safe, welcoming, and calming environment for the Family Members entering our shelter. Stay observant of the environment and provide calming intervention as required to ensure the safety of everyone and policies are being respected.

- Provides first response to crisis intervention as required. Communicates with team members, Team Lead, Site Supervisor, and work alongside them to de-escalate and resolve situations. Call for assistance when appropriate.
- Follows intake procedures as people arrive at the shelter and assists with the collection of Family Member information for statistics.
- Participates in and the set-up of the shelter upon arrival and clean-up before end of shift.
- Completes 'half hour rounds' to help ensure the safety and wellbeing of the Family Members, staff, and building.
- Reports all incidents, observations, and unsafe conditions through the proper channels.
- Discusses problem situations and remedies with lead workers and other support 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.
- Maintains knowledge of laws and legislation which affect our inner-city family, Mental Health, Physical Health, Ministry of Social Development and Poverty Reduction, Human Rights.
- 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.
- Non-Violent Crisis Intervention training and First Aid Certification an asset.

***Skills and Abilities:***

- Experience working with marginalized populations essential.
- Familiarity with related resources and other services, such as welfare system, addiction, and mental health support agencies.
- Demonstrated ability to work with challenging behavior and stressful situations.
- 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.



Hope and Belonging

- Effective personal boundary setting skills with both clients and co-workers.
- Demonstrated problem solving skills.
- Multi-tasking skills.

### **Working Conditions/Compensation:**

**Shifts:** Full Time, three 12-hour shifts (36 hours per week), Fri/Sat/Sun **NIGHTS** (7pm to 7am)

**Compensation:** \$23.03 to \$25.62 per hour, plus an extra \$1.00/hour for overnight shifts.

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

This position requires union membership.

### **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. Thursday, December 22, 2022 to [careers@ourplacesociety.com](mailto:careers@ourplacesociety.com) or to Our Place Society, Attention Marion Hoadley, HR Director, 919 Pandora Ave, Victoria, B.C. V8V 3P4. Please quote "**File #22.124 Shelter Support Worker – 919 Pandora**" 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.