

## Job Posting

# #24.172 Support Worker / Team Lead

## New Roads Therapeutic Recovery Community

**\*See Below for Shift Details\***

*This posting is open to all qualified applicants.*

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

### **Position Overview:**

Reporting to the Manager, the Team Lead is an important position as TLs provide leadership and support to both staff and residents on their shift. The Team Leads provide orientation, training and work direction and guidance to resident workers on their shift. 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. These duties are listed but not limited to the areas included below.

### **Duties and Responsibilities:**

- Oversee the daily functioning of the Therapeutic Community and its residents.
- Assists the Manager in providing orientation, training, work direction and guidance to residence workers by performing duties such as clarifying program policies, reviewing work, and scheduling residence workers. Provides input to residence workers' performance evaluations.
- May oversee the operation of the residence in the absence of the Manager or as directed.
- Ensure that Wellness Checks and Security Checks are done and completed to standard
- Case Management. Assist residents on your caseload with Income Assistance applications, obtaining Identification, Housing applications...etc.
- Assist with the intake and discharge of the residents

- Provides emotional support and feedback to residents.
- Administers medication to clients in accordance with established policy.
- Maintains reports such as statistics, logbooks, daily activities on residents.
- Maintains liaison with other agencies, professionals, government officials and the community.
- Oversee the team's duties and ensure that they are being done appropriately
- Communicate an effective handover of tasks to the Team Leads on other shifts.
- Answer phone calls and direct appropriately
- Enforce community rules
- Ensure confidentiality and release of information forms are being adhered to
- Perform callouts to secure staff coverage for shift cancellations
- Is responsible for the safe dispensation of resident medications when no nurse is on site
- Train and mentor new support staff team members
- Delegate tasks to support staff under your supervision
- Ensure that the Wellness Check Form is up to date
- Is aware of critical incident report procedures and follows all health and safety policies and procedures.
- Supervise Grid Level 11, Support Workers during each shift.
- Attend Team Lead meetings whenever possible
- Ensure that the 'Appointments' calendar is up-to-date, and that all necessary information is logged in FYldb
- Approve/deny resident outing request forms
- Help the driver schedule their day; support driver as needed
- Carry out resident room searches on a regular basis
- Contribute to 3-month/annual employee appraisals of support staff
- Attend morning meetings, staff meetings, encounters, and group sessions (when applicable)
- Ensure that the Support Office and storage areas are kept clean and tidy
- Assist the medical team with OAT and UDS
- Ensure locker room procedure is being followed by support staff

**Skills and Abilities:**

- Knowledge of housing agencies and support agencies in the community.
- Problem-solving and conflict resolution skills.
- Strong communication skills.

**Qualifications:****Education and knowledge:**

- Diploma in a related human/social services field.

**Training and Experience:**

- A minimum of two years of related experience or an equivalent combination of education, training and experience.

**Working Conditions:**

**Shifts:** Part time (24 hours/week). Saturday, Sunday, 7pm to 7am. ***One shift is as a Support Worker; the other shift is as a Team Lead.***

**Compensation:** \$31.56 to \$33.49 per hour (***as Support Worker***), \$33.54 to \$35.29 per hour (***as Team Lead***). Plus, an extra two dollars and fifty cents per hour for working overnight, and an extra fifty cents an hour for hours worked on Saturday and Sunday. An additional twenty-five cents/hour is paid for shifts in which 50% or more of the time is worked between 4:00PM and midnight. Plus 5% in lieu of paid holidays.

**Benefits:** Vacation is accrued at a rate of 6% or in accordance with your length of service as per the collective agreement (Article 18.1). Eligible for a 100% employer paid comprehensive benefits plan, including health and dental coverage, after completion of probationary period.

**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 3:00 p.m. on Friday, November 29, 2024 to [careers@ourplacesociety.com](mailto:careers@ourplacesociety.com) or to Our Place Society, Attention Ryan Brost, HR Manager, 919 Pandora Ave, Victoria, B.C. V8V 3P4. Please quote “File #24.172 – Support Worker/Team Lead – New Roads” 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.