

Job Posting

#25.67 HOUSING/SHELTER SUPPORT WORKER / COMMUNITY CENTRE WORKER / SUPPORT WORKER

*** Please See Below for Shift Details***

This posting is open to all qualified applicants.

Our Place Society (OPS) is an organization founded on inclusive and progressive Christian values and principles. We are driven by our values: hope and belonging, teamwork, unconditional love and safety. 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 one's supervisor/manager, the Housing/Shelter Support Worker / Community Centre Worker / Support Worker participates directly in the provision of services, resolves difficult or sensitive issues or problems, provides support and information, acts as advocate, responds to medical emergencies, and maintains a safe and welcoming environment for those who access our services.

Some of their duties are listed below but this list is not all inclusive. Please note that not all duties apply to all sites.

Duties and Responsibilities:

- Respond to medical emergencies, such as overdoses, and provide non-emergency first aid, such as minor wound care.
- Follow all Health and Safety policies and procedures, report all incidents, observations, and unsafe conditions through the proper procedures, complete Incident Reports according to procedure, and work with OPS Occupational Health and Safety team to ensure that all staff work in a safe manner.
- Plans, prepares, and conducts basic individual counselling session using techniques such as active listening, conflict resolution, basic psycho-educational group methods to resolve identified problems, needs and risks.
- Maintain a working knowledge and understanding of laws and legislation which affect our clients such as the Mental Health Act, Ministry of Social Development and Poverty Reduction, Human Rights, city bylaws.
- Perform wellness checks.

- Assist with the collection of statistical information for reporting requirements and maintain reports such as statistics, logbooks, daily activities on residents.
- Accompany facilities staff and contractors while performing maintenance work in resident rooms.
- Assist with “Meet and Greet” of prospective residents and new resident/shelter user intakes.
- Develop rapport and trusting yet professional relationships with clients/residents.
- Distribute harm reduction supplies, personal hygiene supplies, cleaning supplies, meals, etc. to clients/residents.
- Report all maintenance needs and requests in a timely manner according to procedure.
- Assist in custodial and maintenance tasks as directed by the Team Lead / Site Supervisor.
- Uphold all OPS policies and procedures.
- Assist with laundry as needed and maintain on-site laundry rooms.
- Ensure the staff office(s) and all other common/shared spaces on site are clean and tidy at all times.
- Clean rooms as needed when residents move out, wearing appropriate PPE. Also, assist residents with room cleans. This can include dealing with human waste, blood, sharps, and other paraphernalia. Plunge toilets and deal with leaks, wearing appropriate PPE.
- Participates in ongoing education, including workshops and seminars on Alcohol and Drug Addictions, First Aid, NVCI, Mental Illnesses, AIDS, Harm reduction, treatment supports and other socially contracted diseases.
- Maintain an active file for each assigned resident. This includes electronic log notes for all pertinent interactions and observation. Maintains all records and statistics and provides reports to the Supervisors as required.
- Ensure that all room inspections and follow-ups are completed according to the schedule.
- Assist with all aspects of resident support plan development and delivery of services. Connect clients to resources such as detox referrals, counselling services, other housing providers.
- Communicate an effective shift exchange.
- Support residents with developing independent life skills such as household management, medication management, socialization (including hobbies and sports), money management, decision-making, and time management, etc.
- Maintain professional boundaries while displaying empathy and compassion.
- Accompany residents to meetings and appointments, as required.
- Maintains open lines of communication between various areas of OPS.
- Performs other related duties as required.
- Oversee resident volunteer work and disperse honorariums according to the program guidelines.
- Maintain open lines of communication between departments.
- Attend to individual residents’ specific needs.
- Monitors washrooms to ensure service user safety and take action to clear if service users are engaging in drug use in the facility.

Skills and Abilities:

- Basic computer skills with a working knowledge of Microsoft Office Suite.
- Training in, or knowledge of non-violent crisis intervention techniques and harm reduction approach.
- Knowledge of services and community resources available to clients.
- Ability to work independently and show initiative and creativity.
- Ability to deal in a positive collaborative fashion with residents, shelter users and community contacts.
- Ability to communicate effectively with clients and coworkers both verbally and in writing.
- Ability to work with a radio and respond to radio calls in a professional, timely manner.
- Strong problem solving, decision making, communication, organizational, multi-tasking, and collaboration skills.
- Knowledge of and ability to employ behaviour management techniques.
- Ability to work in an intense and challenging work environment.
- Ability to lift up to 30 lbs.
- Ability to navigate stairs and be on feet for up to 6 hours of shift.
- Ability to kneel down to ground to attend to overdoses and other medical emergencies.
- Ability to build rapport with residents.
- Ability to work independently and in cooperation with others.
- Ability to understand current social issues related to homelessness, mental illness, and drug addiction.
- Good interpersonal skills. Must display tact and diplomacy.
- Ability to interact with people of all ages and cultural backgrounds.
- Ability to de-escalate effectively.
- Excellent written and oral communication skills.
- Demonstrated ability to apply safe work procedures.
- Effective personal boundary setting skills with both clients and co-workers.

Qualifications:

Education and Knowledge:

- Diploma in a related human/social service field.

Training and Experience:

- A minimum of one (1) year recent related experience.

OR

An equivalent combination of education, training, and experience.



Hope and Belonging

Working Conditions

Shifts: Casual, shifts may vary. Four 12-hour shifts minimum per month; shifts vary depending on site requirement.

Compensation: \$31.56 to \$35.99 per hour. Casual employees will also receive 11% of their straight time pay in lieu of scheduled vacation and paid holidays.

Benefits: Access to our EAP (Employee Assistance Program).

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 3pm on Wednesday, May 21, 2025 to careers@ourplacesociety.com or to Our Place Society, Attention Ryan Brost, HR Manager, 919 Pandora Ave, Victoria, B.C. V8V 3P4. Please quote "File #25.67 – HSW/CCW/SW – Casual" 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.