

Job Posting

#25.126 Support Worker

New Roads Women's Therapeutic Recovery Community

See Below for Shift Details

****Only open to self-identifying female applicants as approved by the BC Human Rights Commission****

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:

This position provides case management support for residents at New Roads Therapeutic Recovery Community. Using the tools of the Therapeutic Community Model, the Support Worker supports the residents in programming, work as therapy and day-to-day activities while promoting community as method.

This position, under the supervision of the New Roads Manager, participates in supporting the daily activities and needs of residents at New Roads.

Duties and Responsibilities:

- Participate in encounter groups.
- Attend to individual residents' specific needs.
- Provide support for residents in practicing the principles and values of New Roads.
- Case management which includes working directly with partnering organizations and completing appropriate applications and referrals (for example Income Assistance and PWD applications, BCID, BC Services Card, out of province ID, Unemployment Insurance applications, Pharmanet and Fair Pharmacare, BC Housing applications, bank accounts).
- Ongoing one to one counselling daily with residents for issues that arise within the community for both individuals and the group.
- To run and support community group meetings as needed (i.e., morning and evening meetings)



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- Resolving issues that arise within the community both on an individual basis and/or group basis by using both mediation and counselling skills (Active Listening, Motivational Interviewing, etc.)
- Work closely with corrections - probation officers assigned to residents.
- Complete UDS (Urine Drug Screen) testing and being able to complete basic analysis of the test prior to determining to involve medical personnel when needed.
- Outlines services provided by the program and provides information on referrals to other community service providers, resources and professionals as required.
- Supports residents with developing independent life skills such as household management, socialization including hobbies and sports, money management, decision making, time management including outside appointments.
- Attend Morning, Evening, Celebration and House meetings per schedule.
- Completion of Incident reports and follow all Health and Safety policies and procedures. Work with OPS OHS team to ensure all staff work in a safe manner. Reporting any safety concerns to the Site Manager and ensuring appropriate paperwork is filled in.
- Participate in staff meetings and case conferences.
- Maintains reports such as statistics, logbooks, daily activities on residents.
- Responsible to take medication administration training and ongoing training related to medication dispensing, monitoring of OAT, Opioid Agonist Therapy Treatment with the Pharmacy.
- Facilitate changes to residents' medication after hours through consultation with the pharmacy, doctor, or nurse.
- Provides emotional support and feedback to residents and their families.
- Participates in the assessment, goal setting and program planning for individuals living in residence. Documents, implements, and provides input into the evaluation of the program.
- Role model behavioral expectations of dress, daily work habits, interpersonal communication, positive attitudes, temperament, emotional self-management, and adherence to facility rules.
- Observe the social and psychological environment of New Roads, increasing resident awareness by providing feedback on behavior and attitudes and ensuring a safe and secure living environment for all.
- Support that the philosophy of New Roads, understanding that every activity is therapeutic, that the goal of every activity is designed to advance the personal growth of individuals.
- Promote use of the community by utilizing behavioral reinforcers and extinguishers.
- Participate in special events and celebrations.
- Support aftercare/continuing care plans.
- Complete wellness counts.
- Assist residents in completing tasks.
- Observe and recognize changes in residents.
- Assess situation based on individual resident's needs, family needs, program needs, and Society Policy.
- Accompany/drive residents on outside appointments and outings as required.
- Other duties as required.



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Skills and Abilities:

- Communicate effectively, both verbally and in writing.
- Ability to build rapport with residents.
- Work independently and in cooperation with others.
- Organize and prioritize.
- Valid BC drivers' license is required.

Qualifications:

Education and Knowledge:

- Diploma in a related human/social services field.

Training and Experience:

- A minimum of one year of recent related experience or an equivalent combination of education, training and experience working with individuals with substance use disorder.
- Preference given to applicants with experience in recovery and knowledge of a therapeutic recovery community.

Working Conditions:

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Shifts: Full time, three 12-hour shifts (36 hours/week), Mon/Tues/Weds (7am to 7pm)

Compensation: \$31.56 to \$33.49 per hour

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 3pm on Thursday, October 9, 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 #25.126 – Support Worker – New Roads WTRC" in the subject line.



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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.