

Job Posting

#26.58 SITE SUPERVISOR

Night Shelter

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 Manager of Housing, Shelters, & Community Services, the Site Supervisor will be responsible for assisting in the operation of one of our Supported Housing or Shelter sites.

Duties and Responsibilities:

- Create a safe, welcoming, and calming environment for the family members/residents entering our facility.
- Stay observant of the environment and provide calming intervention as required to ensure the safety of everyone and policies are being respected.
- Complete initial employee performance evaluations, monthly supervisions, statistics, payroll, and other admin tasks as required.
- Thorough knowledge of Case management regarding implementation, responsibilities, and integrating applications.
- Collaborate with team/management in program evaluation and program development.
- Provide first response to crisis intervention as required. Communicate with team members and Manager of Housing, Shelters, & Community Services and work alongside them to deescalate and resolve situations. Call for assistance when appropriate. Report all incidents, observations, and unsafe conditions through the proper channels.
- Provide Supervision/direction to all shelter staff in conjunction with the Manager. Directing and supporting all support staff. Involved with onboarding and training new staff.
- Acts as an advocate on behalf of family members/residents, working for rightful justice and fair treatment, taking appropriate action to assist.
- Working with family members/residents to build life skills and move toward permanent housing.
- Overseeing the Intake process of new residents.

- Keep facility in a clean and tidy state at all times.
- Maintain a professional yet compassionate relationship with family members.
- Works alongside and provides leadership, support, and training to volunteers in their roles serving family members/residents for OPS.
- Facilitate regularly scheduled Resident Meetings.
- Facilitate regularly scheduled Staff Meetings.
- Provides frontline supervision and maintains a presence on-site.
- Responsible for the timely collection and reporting of site's program fees, where applicable.
- Overseeing that Room Inspections and turnovers occur regularly and timely, where applicable.
- Upholding and modelling Our Place Society's values.
- Debriefing with staff and residents following critical incidents.
- Liaising with community and neighbour of assigned site.
- Participation in On-call rotation with other Site Supervisors
- Follow all BCGEU General Services collective agreement policies.
- Investigate and complete any discipline/investigation meetings or discipline procedures.

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.

Skills and Abilities:

- Supervisory experience is required, two years is preferred in a similar position.
- Experience working with marginalized populations is essential.
- Proficient in Excel, Outlook, and Word.
- A clear understanding of Statistical Terms and Concepts.
- Comprehensive knowledge in revising program Policies and Procedures.
- Comprehensive knowledge of the BCGEU General Services Collective Agreement and be able to implement.
- Skilled in problem solving and demonstrates strong analytical abilities.
- Strong ability to foster an environment for employee/ resident engagement.
- 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.
- Non-Violent Crisis Intervention training and First Aid Certification an asset.
- Naloxone training an asset.

- 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.
- Demonstrated problem solving/organizational skills.
- Strong multi-tasking skills

Working Conditions

Shifts: Full time (37.5 hours per week), Monday to Friday. May be required to work weekends – note that schedule should be flexible to meet with staff and on-call rotation with site supervisory team.

Compensation: \$76,654 – \$85,566/annum (commensurate with experience).

Benefits: Vacation accrued at a rate of 6%. Eligible for a 100% employer paid comprehensive benefits plan, including health and dental coverage, after completion of probationary period.

This is a union exempt position.

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, July 22, 2026, to careers@ourplacesociety.com or to Our Place Society, Attention Ryan Brost, HR Manager, 1027 Pandora Ave, Victoria, B.C. V8V 3P6. Please quote “File #26.58 – Site Supervisor – Night Shelter” 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.