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Job Posting

#26.102 COMMUNITY CENTRE TEAM LEAD

919 Pandora Ave.

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 Community Centre Manager, the Community Centre Team Lead assists the Manager and Site Supervisor in providing orientation, training, work direction and guidance to both staff and service users. Team Leads model good work habits and set the tone for each shift. Team Leads foster a supportive and inclusive working environment in the Community Centre through active listening and setting an example of trauma informed care for service users.

The Team Lead advocates for service users, resolves difficult or sensitive issues or problems, responds to medical emergencies including overdoses, and maintains a safe and welcoming environment for a marginalized population.

The duties and responsibilities reflect the needs of our service users in the Community Centre. These duties are listed but not limited to the areas included below.

Duties and Responsibilities:

- To work cooperatively with all staff and volunteers and to work alone responsibly.
- Assist the Community Centre Manager and Site Supervisor in providing orientation, training, work direction and guidance to the Community Centre, Street Outreach and Hygiene Team by performing duties such as clarifying program policies, reviewing work, and possibly scheduling Community Centre, Street Outreach and Hygiene workers, while on shift. Also, can provide some input into staff evaluations.
- Assist the Community Centre Manager in interviewing and training new staff.
- Supervise Grid Level 11, Community Centre Workers during shift.
- May oversee the Community Centre in the absence of the Manager or Site Supervisor or as directed.

- To attend and represent the Community Centre department as needed in any relevant Community Centre/Operations meetings in the absence of the Manager or Site Supervisor.
- Assists the Community Centre Manager and Site Supervisor in the planning, organizing, controlling, and directing the provision of Community Centre services.
- Liaise, if necessary, with other departments regarding Community Centre related issues.
- Ensures program delivery is consistent with Our Place vision.
- Assist with any administrative duties for the Community Centre Team such as bi-weekly scheduling, incident reports and associated paperwork, if required.
- Discusses problem situations and remedies with other Community Centre 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.
- Identifies social, economic, recreational, and educational services in the community that will meet the service users' needs. Maintains liaison with other agencies, professionals, and the community.
- Acts as advocate on behalf of service users, working for rightful justice and fair treatment, taking appropriate action with them against systems and/or people who oppress them.
- Maintains knowledge of laws and legislation which affect our inner-city family: Mental Health, Physical Health, Ministry of Employment and Income Assistance, City bylaws, Human Rights.
- Participates in ongoing education, including workshops and seminars on Alcohol and Drug Addictions, First Aid, NVCI, Mental Illnesses and other related issues.
- Responds to any overdoses or medical emergencies as required.
- Monitors Computer Lab, Drop-In floor, courtyard, and bathrooms.
- Maintains open lines of communication between various areas of OPS.
- Maintains a professional yet compassionate relationship with family members.
- Attends Community Centre Leads meetings with Manager and Site Supervisor.
- Other duties as required.

Skills and Abilities:

- Good interpersonal skills. Must display tact and diplomacy.
- Ability to interact with people of all ages and cultural backgrounds.
- Ability to problem solve and deal with conflict effectively.
- Excellent written and oral communication skills.
- Ability to understand current social issues such as homelessness, drug addiction and mental illness.
- Ability to work closely with other service providers such as the Harm Reduction Site.
- Ability to work constructively with employees.
- 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.

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Qualifications:

Education and knowledge:

- Diploma in a related human, social services field.

Training and Experience:
Two (2) years recent related experience including one (1) year supervisory experience
OR an equivalent combination of education, training, and experience.

Working Conditions

Shifts: Full time, three 12-hour shifts (36 hours/week), Sun/Mon/Tues **Days** (7am to 7pm)
Compensation: $35.59 to $37.44 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 Friday, November 13, 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 #**26.102 – Community Centre Team Lead**" 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.