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Job Posting

#26.108 HOUSING / SHELTER TEAM LEAD

Muncey Place

This is a temporary position, pending return of on leave staff member

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 Site Supervisor, the Team Lead is an important position as they provide leadership and support to both staff and residents. Team Leads model important work habits as well as set the tone for each shift. The Team Lead advocates for residents, 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 residents and our housing programs. These duties are listed but not limited to the areas included below.

Duties and Responsibilities:

Team Leads are responsible for the site when the Site Supervisor is not available, ensuring the safety and wellbeing of staff and residents. Team Leads encourage and foster a collaborative working team which practices effective communication and encourages growth. Team leads ensure that incidents are handled in a supportive manner, while de-escalating appropriately. Team Leads ensure that appropriate actions are taken and debrief with the team and residents as needed.

Resident and Program Needs:

- Assist with all aspects of resident support plan development and delivery of services, in collaboration with Site Supervisor and support team, if applicable.

- Perform wellness checks.
- Assist residents with activities such as room cleans; clean out vacant rooms.
- Assist with appropriate applications and referrals.
- Maintain an active file for each assigned resident.
- Assist with laundry as needed and maintain on-site laundry rooms.
- Support residents with developing independent life skills.
- Maintain a working knowledge and understanding of laws and legislation which affect our residents such as Mental Health Act, Ministry of Social Development and Poverty Reduction, Human Rights.
- Utilize de-escalation skills to mitigate challenging situations and maintain a safe and calm environment.
- Respond to medical emergencies including overdoses. Provide non-emergency first aid such as minor wound care.
- Liaise with partner agencies and other professionals/support teams.
- Oversee the daily functioning of the shelter/housing site, maintaining safety for all residents and staff in the absence of the Site Supervisor or Manager.
- Collaborate with team on how to engage residents, utilizing a Team Approach as needed.
- Ensure that all room inspections and follow ups are completed according to schedule.

Organization and Site Needs:

- Provide authentic and engaging leadership and support for the team and residents.
- Delegate and oversee that daily tasks are completed.
- Plunging toilets and dealing with leaks, wearing appropriate PPE. This can include dealing with human wastes, blood, sharps, and other paraphernalia.
- Report all maintenance needs and requests in a timely manner according to procedure.
- Assist with the collection of statistical information for reporting requirements.
- Awareness of critical incident report procedures and follow all health and safety policies and procedures. Work with OPS Occupational Health and Safety team to ensure that all staff work in a safe manner. Report all staff injuries to the Site Supervisor, ensuring appropriate paperwork is filled out.
- Uphold all OPS policies and procedures. Ensure all staff follow proper work safe protocols and expectations.
- Understand and follow the VicPD/OPS Cooperation agreement and liaise with Community Resource Officers as needed.

Skills and Abilities:

- Knowledge of current social issues related to homelessness, mental illness, and addiction.
- Strong computer skills.
- Training in or knowledge of non-violent crisis intervention techniques and harm reduction approach.
- Knowledge of services available to family and residents.
- Ability to work independently and show initiative and creativity.
- Ability to deal in a positive collaborative fashion with individuals, family members and community contacts.

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- Strong problem solving, decision making, communication and collaboration skills.
- Ability to work in an intense and challenging work environment.
- Effective personal boundary setting skills.
- 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.

Qualifications:

Education and knowledge:

- Diploma in a related human, social services field.

Training and Experience:

- A minimum of two (2) years recent related experience

OR an equivalent combination of education, training, and experience.

Working Conditions

This is a temporary position, pending return of on leave staff member

Shifts: Full time, three 12-hour shifts (36 hours/week), Sun/Mon/Tues **NIGHTS** (7pm to 7am)
Compensation: $38.09 to $39.94 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 #**26.108 – Housing / Shelter Team Lead – Muncey Place"** 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.