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Job Posting

#26.110 HOUSING / SHELTER SUPPORT WORKER

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 Site Supervisor and Team Lead, the Housing / Shelter Support Worker participates directly in identifying clients' problems, needs and risks. Plans and conducts individual counselling sessions using basis one on one counselling techniques. Provides specific basic life skills building in problem areas. They are directly involved in the engagement and provision of services from intake procedures and programs to help residents/shelter users succeed in their goals. The Housing / Shelter Support Worker 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/shelter users and our housing and shelter programs. These duties are listed but not limited to the areas included below.

Duties and Responsibilities:

Resident/Shelter User and Program Needs:

- Assist with all aspects of resident support plan development and delivery of services, in collaboration with Team Lead/Site Supervisor and support team if applicable.
- Develop rapport and trusting yet professional relationships with residents.
- Assist with "Meet and Greet" of prospective residents and new resident/shelter user intakes.
- Perform wellness checks.
- Participates in the set-up of shelter upon arrival and clean up before end of shift.

- Distribute harm reduction supplies, personal hygiene supplies, cleaning supplies, meals, etc. to residents.
- Assist residents with activities such as room cleans; clean out vacant rooms.
- Assist with appropriate applications and referrals (for example, Income Assistance, other housing permanent housing supports and support team referrals).
- Develops and implements short-term, issue specific intervention plans within program guidelines by one-on-one support, in consultation with the Site Supervisor and/or with any outside agencies, such as ACT teams, detox and treatment programs.
- Evaluates the effectiveness of the intervention plan, reports on clients' progress, and discusses related concerns with the Supervisor in order to resolve identified problems and move towards defined objectives.
- Gathers information relevant to the client's problems, needs and risks by interviewing, observing behavior, meeting with any other service providers, and using a variety of inventories, checklists, and questionnaires. Reviews the information gathered to identify problems, needs and risks.
- 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 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.
- Outlines services provided by the program and provides information on referrals to other community service providers, resources and professionals as required.
- Use various influential techniques guided by social work standards and methods to clients that are resistant to support and intervention.
- Assist with laundry as needed and maintain on-site laundry rooms.
- Support residents with developing independent life skills such as household management, medication management, socialization, money management, decision-making, time management, etc.
- 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.
- Maintain professional boundaries while displaying empathy and compassion.
- Respond to medical emergencies including overdoses. Provide emergency first aid such as administering naloxone and performing CPR. Provide non-emergency first aid such as minor wound care.
- Liaise with partner agencies and other professionals/support teams. Participate in cross-agency working groups as required.
- Accompany residents to meetings and appointment as required.
- Communicate an effective shift exchange.
- Complete Incident Reports according to procedure.
- Ensure that violations of the program agreement are addressed and followed up on, in collaboration with the team and Team Lead / Site Supervisor, as necessary.

- Collaborate with team on how to engage residents, utilizing a Team Approach as needed. Recognize and utilize each team member's strengths to provide the best support for residents.
- Ensure that all room inspections and follow-ups are completed according to the schedule.
- Oversee resident volunteer work and disperse honorariums according to the program guidelines.
- Accompany facilities staff and contractors while performing maintenance work in resident rooms.
- Ensure the staff office(s) is/are clean and tidy as well as all other common and shared spaces.
- Participate in cross-agency working groups as required.
- Work alongside volunteers by assisting in the orientation, support, and assignment of duties to fulfill their roles serving residents for OPS.
- Clean rooms as needed when residents move out, wearing appropriate PPE. This can include dealing with human waste, blood, sharps, and other paraphernalia.
- Plunge toilets and deal with leaks, wearing appropriate PPE. This can include dealing with human waste, blood, sharps, and other paraphernalia.
- Oversee that any signage is kept up to date and is changed as needed, avoiding 'sign noise' and any inappropriate signage.
- 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.
- 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.
- Maintain open lines of communication between departments.
- Refer all media requests to the Director of Communication.
- Understand and follow the Good Neighbor Agreement established for your site (if applicable).
- Understand and follow the VicPD/OPS Cooperation agreement and liaise with Community Resource Officers as needed.

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 available to shelter users and residents.
- Knowledgeable of community resources.
- 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 and collaboration skills.

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- 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.

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.

Working Conditions

Shifts: Full time, three 12-hour shifts (36 hours/week), Sun/Mon/Tues **NIGHTS** (7pm to 7am)
Compensation: $35.99 to $37.81 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 27, 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 **#26.110 – Housing / Shelter Support Worker – 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.