

We're Hiring!

**Posting:
A21917**

Shelter Worker
Full-Time
(35 hours per week; Overnight 11:45pm-6:45am)

Hyland House

Options Community Services Society

We are a non-profit registered charity providing social services primarily in Surrey, Delta, White Rock and Langley. We believe in helping people help themselves. We believe in collaborating with individuals, businesses, community groups and government to create focused, effective and responsive resources for the community.

We envision a healthy community as a safe and clean environment where we all have a sense of belonging. It is a place where each of us has the opportunity to work and learn, and to develop and realize goals that are meaningful and fulfilling.

Hyland House is a safe emergency shelter, available to people (19+ years old) who are currently homeless or at-risk of becoming homeless. The shelter provides support and assistance with:

- improving life skills
- finding employment
- finding housing
- managing your home
- integrating into the community
- budgeting

The Shelter Worker will provide temporary, emergency care; plan and implement strategies allowing residents to obtain the skills necessary in securing accommodation and maintain independence. They will interact with residents in a positive and supportive manner and work collaboratively with them in attaining designated goals. This position is scheduled for eight (8) hour morning shifts per day, with a scheduled one (1) hour unpaid lunch break.

HIGHLIGHTS OF KEY RESPONSIBILITIES

- Provide a safe home which includes securing the premises, maintaining the property to ensure safety (including minor repairs), ensuring that unsafe actions by residents are responded to, and ensuring staff's safety. This entails: basic maintenance (i.e. installing safety devices); intervening and managing conflict between residents.
- Take referrals on a 24 hour basis and do extensions of stay when needed. Data/information entry, electronic and written, into resident files and logs. Intake and orientation of residents referred to the Shelter Program.
- Responsible for the care and safety of residents in the Shelter, as well as the premises itself. Establish clear, simple and consistent limits for the residents. Encourage and facilitate the participation of residents to create a safe, positive atmosphere.
- Maintain awareness of any issues experienced by the residents and inform the supervisor. Supervise basic life skills chores or teach a resident how to complete them in a supportive manner. Encourage basic hygiene for all residents.
- Identify resident barriers and jointly with the resident, come up with a plan to deal with the issues presenting. Provide information and resources to the residents where appropriate, to deal with

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presenting issues/barriers. Is a positive role model at all times. Encourage appropriate behaviour in residents at all times.

QUALIFICATIONS

Education, Training, and Experience:

- Bachelor's Degree or combination of education and experience.
- Certificate or experience in working with mentally ill.
- Training in crisis intervention, conflict resolution and mediation skills is essential.
- Cultural sensitivity training.
- Education, training and/or experience in the area of substance abuse.
- Current Level I First Aid certificate

Knowledge Skills and Abilities:

- Required to work in a dynamic environment which may call for adaptation to the emerging trends/demands. A high level of motivation and sensitivity is required to effectively deliver services to a variety of individuals
- Possess superior time management skills.
- Proven/demonstrable crisis intervention, conflict resolution and mediation skills.
- Demonstrated effectiveness as part of a staff team.
- Demonstrated proficiency in written, oral and interpersonal communication skills.
- Demonstrated ability to develop program related reference and resource materials.
- Commitment to a problem solving approach.
- Ability to work independently, set priorities, manage multiple tasks and meet deadlines.
- Ability to identify sensitive issues and maintain confidentiality.
- Must be sensitive to and respectful of cultural and lifestyle diversity.
- Possess a valid B.C. Driver's License.

Successful candidates will be required to provide a current and satisfactory Criminal Reference Check/Vulnerable Sector Search preceding your start date.

Applicants with lived experience are strongly encouraged to apply.

CLOSING DATE: Resumes will be reviewed starting **September 21, 2021** but the posting will remain open until filled and will close without notice.

PLEASE APPLY TO: Andrea Dodd, Program Manager
Options Community Services Society

Email: Andrea.Dodd@options.bc.ca

Please include a cover letter indicating the posting number [#21916] and detailed resume outlining your qualifications and related experience for the position.

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