

**We're Hiring!**



**Posting:  
A21943**

**Shelter Worker  
Temporary Full-Time, 3 months  
(35 hours per week) 3:00 pm - 10:00 pm**

**Hyland House -  
Newton**

#### 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. Two locations are offered: *Bill Reid Place* in Cloverdale and *Hyland House* in Newton. The shelters provide support and assistance with:

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

#### HIGHLIGHTS OF KEY RESPONSIBILITIES

- Responsible for the care and safety of residents in the Shelter. Establish clear, simple and consistent limits for the residents Encourage and facilitate the participation of residents to create a safe, positive atmosphere.
- Provide a safe home, which includes securing premises, maintaining 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.
- Maintain awareness of any issues experience 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. Is a positive role model at all times, encouraging appropriate behaviour in residents.
- Identify resident barriers and jointly with the resident, come up with a plan to deal with the issues presenting. Provide information and resource to the residents where appropriate, to deal with presenting issues/barriers.

**NOTE: Applicants not selected for an interview will not necessarily be notified.**

Posted: 21-Nov-4

Options Community Services Society is an equal opportunity employer committed to hiring a diverse workforce.

## QUALIFICATIONS

### Education, Training, and Experience:

- Current First Aid Certificate required
- Unrestricted Class 5 driver's license is required
- Bachelor's degree or combination of education and experience
- Crisis Line experience an asset.
- Food Safe Certificate an asset

### Knowledge Skills and Abilities:

- Excellent interpersonal skills
- Ability to work with people with complex needs, including mental illness and addictions
- Competency engaging and working with marginalized people
- Experience working in the context of emergency residential settings
- Good communication and conflict resolution skills.
- Ability to work collaboratively within a team environment
- Awareness of culturally sensitive issues

*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.*

*Applicants may be required to present proof of Covid-19 vaccination.*

**CLOSING DATE:** Resumes will be reviewed starting **November 9, 2021** but the posting will remain open until filled and will close without notice.

**PLEASE APPLY TO:** **Andrea Dodd**, Program Manager, Bill Reid Place  
Options Community Services Society

Email: [andrea.dodd@options.bc.ca](mailto:andrea.dodd@options.bc.ca)

Please include a cover letter indicating the posting number [**#21943**] and detailed resume outlining your qualifications and related experience for the position.

---

**NOTE: Applicants not selected for an interview will not necessarily be notified.**

Posted: 21-Nov-4