

We're Hiring!



SHELTER COORDINATOR

Posting Requisition	22289	Program	Hyland House
Job Type	Temporary, Full-time until December 31, 2023 with a possibility of extension	Location	Surrey, BC
Hours of work	35 hours per week	Closing Date	Open until filled

Options Community Services is 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.

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, housing, managing your home, integrating into the community and budgeting.

The Shelter Coordinator provides temporary and emergency care; plans and implements strategies allowing residents to obtain the skills necessary in securing accommodation and maintaining independence. The position requires interaction with residents in a positive and supportive manner. In addition, it requires working collaboratively with the residents in attaining designated goals.

ACCOUNTABILITIES

- Provides a safe home which includes securing the premises, maintaining the property to ensure safety, ensuring that unsafe actions by residents are responded to, and ensuring staff's safety. This entails intervening and managing conflict between 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 presenting issues/barriers. Encourage appropriate behaviour in residents at all times and is a positive role model.
- Provide day to day supervision to shelter staff and assisting with scheduling and assigning duties to the staff.
- Act as a resource for staff providing information, training, and coaching to ensure program practices and policies are consistent.
- Be on the on-call managers list.
- Performs other duties and special projects as and when required.

QUALIFICATIONS

Education, Training, and Experience:

- Bachelor's Degree in Psychology or a related field and a minimum of one-year experience in a recent related* position.
- Training in crises intervention, conflict resolution and mediation skills.
- Cultural sensitivity training.
- Current Level I First Aid Certificate

We are an equal opportunity employer committed to hiring a diverse workforce

Posted: 23-Apr-17

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*Recent related experience must include:

- Experience in the area of substance abuse
- Experience in working with mentally ill

A combination of education and experience may be considered.

Preference may be given to candidates with Crises Line experience.

Skills and Abilities:

- Possess superior time management skills.
- Proven/demonstrable crisis intervention, conflict resolution and mediation skills.
- Proficiency in written, oral and interpersonal communication skills.
- Ability to develop program related reference and resource materials.
- 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.
- Must complete a six (6) month probationary period before staff are permanent employees, unless otherwise specified by contract conditions.

SPECIAL REQUIREMENTS

- Successful candidates will be required to provide a current and satisfactory Criminal Reference Check / Vulnerable Sector search preceding their start date.
- Applicants may be required to provide proof of Covid -19 vaccination.
- Applicants with lived experience are strongly encouraged to apply.

**An eligibility list may be maintained for up to six months. Eligible applicants may be offered a casual position. This position is open to all qualified applicants.*

PLEASE APPLY TO: Cerise Wilson, Program Manager,
Shelter & Transitional Housing, Hyland House
Options Community Services Society

Email: cerise.wilson@options.bc.ca

No phone calls please

Please include a cover letter clearly indicating the posting number [posting #22289] and outlining your qualifications and related experience for the position.