

**We're Hiring!**



## **SHELTER ATTENDANT**

<b>Posting Requisition</b>	22380	<b>Program</b>	<i>Extreme Weather Response</i>
<b>Job Type</b>	<i>Temporary, Full-time and Part-time until April 30, 2024</i>	<b>Location</b>	<i>Surrey, BC</i>
<b>Hours of work</b>	<i>(Overnight shifts 7 pm-7 am- hours may vary)</i>	<b>Closing Date</b>	<i>Open until filled</i>

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.

The Shelter Attendant is tasked with providing temporary, emergency overnight care; plan and implement strategies allowing residents to obtain the skills necessary in securing accommodation and/or access to other resources. Interact with residents in a positive and supportive manner. Work collaboratively with the resident in attaining designated goals.

### **ACCOUNTABILITIES**

- Provide a safe environment to stay, which includes securing the premises, maintaining the property, ensure safety, ensuring that unsafe actions by residents is being responded to, and ensuring staff's safety. This includes intervening and managing conflict between residents.
- Intake clients to the extreme weather shelters and provide them orientation of the emergency shelter.
- 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 chores or teach a resident how to complete them in a supportive manner. Documentation in a provided logbook. Provide basic toiletries to residents to they can maintain their adequate hygiene.
- 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. Is a positive role model at all times. Encourage and apply appropriate behaviour in residents at all times.
- Attend staff and any other meetings called or directed to by the supervisor. Attend any training courses, workshops as directed by the supervisor.
- Maintain professional growth through attending workshops, courses and by reviewing current information/resources. Maintain and expand resource files through research, scanning current periodicals, pamphlets and other information sources, to ensure information is current and referrals are made relevant to the men's needs.
- Communicate any shelter supplies needed, and maintaining adequate supplies needed for each night. Participate in the shelter maintenance and cleaning, ensuring hygienic living conditions.
- Provide crisis counselling to clients, when needed. Contact other agencies or crisis line to advocate when needed.
- Respond to critical incidents involving alcohol and drugs, mental health and/or potentially violent situations.
- Perform duties/daily maintenance of facility in a timely manner.

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- Maintain accurate and professional logs, both electronic and written.
- Wellness checks are required every hour to ensure the safety of individuals and others.
- Investigate all noises and check for fire, ensure exit doors are secure.
- Staff will foster and nurture a positive professional team environment at all times.
- Additional duties may be required/assigned or existing duties modified by the supervisor as circumstances dictate.
- Makes recommendations with regard to the development of the program and participates in program evaluations.
- Follow written and verbal directives from the immediate supervisor, Executive Director or designate.

## **QUALIFICATIONS**

### **Education, Training, and Experience:**

- Bachelor's Degree or combination of education and shelter experience.
- Experience working with the vulnerable population.
- Education, training and/or experience in the area of substance abuse.
- Non-Violent Crisis Intervention training required.
- Naloxone training required (training can be provided).
- Current Level I First Aid certificate required.
- Class 5 B.C. Driver's License and use of a reliable vehicle required.

### **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 and compassion is required for effectiveness in services to a variety of individuals.
- Possess superior time management skills.
- Cultural sensitivity, conflict resolution, and mediation skills is essential.
- 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.
- Employees, unless otherwise specified by contract conditions.
- Have no relevant criminal history.

### **SPECIAL REQUIREMENTS**

- Successful candidates will be required to provide a current and satisfactory Criminal Reference Check / Vulnerable Sector search preceding their start date.
- 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.*

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**PLEASE APPLY TO:**

Marisca Yackimec, Assistant Program Manager

Options Community Services Society

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**No phone calls please**

**Please include a cover letter clearly indicating the posting number [posting #22380] and outlining your qualifications and related experience for the position.**