



Posted: Tuesday, November 7, 2023

JOB POSTING

Community Shelter Worker Team Lead – Temporary

Castlegar & District Community Services Society invites internal applications to fill the temporary Community Shelter Worker (CSW) Team Lead position. The following will outline the details of this new position.

Summary of the Duties and Responsibilities of the Position:

This position works in collaboration with the Temporary Winter Emergency Shelter Program Manager to develop, oversee, implement, and guide the daily activities of Shelter Program and supervise staff. They assist in ensuring that staff are adequately resourced and supported in their roles and that program activities are carried out in accordance with program and Agency policies and procedures. This position plays the lead role in intakes/discharges, case planning, referrals, ensuring safety and security of the Shelter, and in promoting positive community relations. This position also participates in general housekeeping duties including food preparation and cleaning.

Details of the Position:

Hours of Work:

1. This is a temporary position that will continue through to April 30, 2024 as per funding contract.
2. The position entails working from 24 - 40 hours per week accomplished by working either a minimum of three (3) to a maximum of five (5) 8-hour shifts per week. This position requires regular shift work for day, evening, and night shifts, with rotations available.
3. This position requires working the occasional back-to-back shift due to staff coverage issues.
4. CSW Team Lead must be available for on-call shifts.
5. This position may require you to perform overtime in emergency situations.

Job Classification, Compensation, and Benefits:

1. This position's job classification is Program Coordinator 2, as per Collective Agreement.
2. Wage is set at \$32.79 per hour (Step 1).
3. Statutory benefits (CPP, EI, WorkSafe) are included. This position may qualify for Extended Health Benefits or Municipal Pension Plan benefits, as per Collective Agreement.

4. This position will be filled on a temporary basis with the strong likelihood of becoming a permanent position beyond April 30, 2024.

Nature of the Job, Abilities and Certifications Required:

1. This position requires you to respond to critical incidents and administer lifesaving treatment, such as Naloxone, when necessary.
2. The position entails a blend of administrative responsibilities and relational work, requiring effective multitasking, communication, and staff supervision skills.
3. The position involves a fast-paced environment and requires varied emotional and mental effort to respond appropriately to intense situations, analyze information, problem-solve, and resolve conflicts.
4. The Team Lead must be able to establish and maintain positive working relationships and appropriate professional boundaries with staff, volunteers, and residents.
5. Moderate amounts of walking, climbing, standing, sitting, lifting, and carrying may be required.
6. This position requires a valid First Aid Certificate, a Clear Criminal Records Check, access to a reliable vehicle for use during shifts, and a valid Class V driver's license. A clean Driver's Abstract and Business Purposes Insurance are required.
7. Full job duties, responsibilities, education, training and experience required, and specific job skills and abilities for this position are laid out in the attached job description.

Start Date: On or about Friday, November 24th, 2023

Closing Date for Applications: Friday, November 17th, 2023 at 4:30 p.m.

Application Process: Send via email your letter of interest and updated resume by the closing date and time noted above to info@cdcsc.ca. Please put *CSW Team Lead Application* in the subject line.

<JOB DESCRIPTION FOLLOWS>

Castlegar & District Community Services Society

Job Title: Community Shelter Worker Team Lead

Date Created: November 1, 2023

Last Updated: November 1, 2023

Job Classification: Program Coordinator 2

Standard Wage Grid: 14

Hours per week: 24 - 40 hour weeks. 8-hour shifts.

Job Summary: This position works in collaboration with the Temporary Winter Emergency Shelter Program Manager to develop, oversee, implement, and guide the daily activities of Shelter Program and supervise staff. They assist in ensuring that staff are adequately resourced and supported in their roles and that program activities are carried out in accordance with program and Agency policies and procedures. This position plays the lead role in intakes/discharges, case planning, referrals, ensuring safety and security of the Shelter, and in promoting positive community relations. This position also participates in general housekeeping duties including food preparation and cleaning.

Reports to: Shelter Program Manager

Key Duties and Responsibilities:

Service Responsibilities:

1. Plans and develops a program in consultation with Shelter Manager. Plans and implements program activities and special events.
2. Formulates program policies and procedures and evaluates the program in consultation with the Shelter Manager.
3. Oversees the day-to-day operation of the program by ensuring that the necessary facilities and equipment are in place, program guidelines and policies are adhered to, and program standards and licensing requirements are met.
4. Conducts intakes and discharges and assists residents to meet their basic needs.
5. Supervises program staff by performing duties such as assigning work, providing feedback on performance, and conducting performance evaluations.
6. Participates in the recruitment and selection of program staff by performing duties such as screening applicants, participating on interview panels, and making hiring recommendations.
7. Schedules program staff in accordance to program staffing requirements.
8. Orients, determines the need for and provides training to program staff, volunteers and practicum students.

9. Ensure residents are adequately supported to establish and achieve individualized goals through one-to-one case management, support with barriers that are causing or creating homelessness, resources to housing and other services, and referrals and follow-up, as necessary.
10. Coordinate and perform housekeeping and cleaning duties of Shelter.
11. Prepare food, and organize and maintain food stations for residents.
12. Monitors and authorizes program expenditures and maintains financial records in accordance with established procedures. Prepares the program budget for submission and presentation to senior management and/or the Board of Directors.
13. Promotes public awareness of and support for the program by performing duties such as producing promotional materials and attending community events.
14. Liaises with community service providers and other professionals to coordinate service provision, facilitate referrals to the program and represent the organization or program in external events.
15. Maintains related records and statistics and produces reports as required.
16. Perform all other program duties as assigned.

Qualifications:

Education & Experience: Diploma in a related human/social service field plus a minimum of three years' related experience or an equivalent combination of education, training and experience in working with vulnerable people, in particular those living without homes. One (1) year supervisory or administrative experience required.

Job Skills & Abilities:

1. Knowledge and experience in understanding the needs and perspectives of vulnerable people.
2. An ability to apply an appropriate professional understanding, assessment, and interventions in response to the emotional, behavioural, and physical needs of clients.
3. Ability to communicate effectively with clients including listening skills, patience, good boundaries, and a willingness to be helpful.
4. Possess or be willing to learn about and comply with required health and safety standards, regulations, policies and procedures.
5. Good written and oral communication skills; proven report writing and documentation skills.
6. Excellent organizational, time management, problem solving, and conflict resolution skills.
7. Proven experience in promoting and maintaining client rights.
8. Exercises good judgement and discretion in dealing with confidential information.
9. Proven ability to work collaboratively and constructively with other team members, and varied community partners.