



Victoria Native Friendship Centre
Internal/External Employment Opportunity



Seasonal Shelter Coordinators – 5.5 mos term

There is a critical importance to this role of a lived understanding of Indigenous communities, history, values and culture, and in keeping with the BC Human Rights Tribunal pursuant to s.42(3) of the Human Rights Code, preference may be given to Indigenous applicants. Please self-identify in your cover letter.

The Shelter Coordinators supervises the shelter clients and staff of the Victoria Native Friendship Centre (VNFC) Seasonal Shelter Program when they are on shift. The Shelter Coordinator is an evening/overnight position. Coordinators will work with night hosts, greeters, custodial, volunteers, and shelter clients to ensure a smooth and successful program. They are the first point of contact for troubleshooting staff or client issues or concerns. The Shelter Coordinator reports to the VNFC Shelter Team Lead.

DUTIES: (include the following and not limited to)

- Help to coordinate employees and volunteers during shifts, and ensure a minimum of two staff/volunteers are always onsite
- Ensure all staff and guests are operating within Covid Protocol
- Assist with staff training, identifying and supporting staff development throughout the season
- Provide daily summary report for the Team Lead
- Prepare daily task list and monitor that all tasks are completed, including shelter set up/take down, provision of meals, driving rotation, cleaning/sanitizing, organization etc
- Notify maintenance worker of needed maintenance throughout the shelter facilities and review custodial reports each day
- Help with evening registration and welcome of all clients to VNFC
- Maintain necessary supplies in site room; do regular inventory and order supplies as needed. Sort, store, and dispense donations
- Participate in meetings, critical incident debriefs and training, as required
- Make decisions regarding interventions, communicating with support services and other external agencies including first responders
- Troubleshoot any issues raised by Client Support staff, volunteers, security, etc. Ensure all VNFC shelter policy & procedures are followed and report any incidents to the Team Lead within 24 hours
- Support partnerships with other Indigenous and non-Indigenous support agencies throughout Victoria. Work to ensure smooth referral into the Shelter and out to support programming both internally and external
- Maintaining accurate and appropriate records, including the shelter data base, and BC housing tracking system, inputting data nightly
- Work with the Team Lead to engage stakeholders in meetings and updates on the VNFC Seasonal Shelter
- Possible driving coverage for pick up and/or drop off (BC Driver's License required)

KNOWLEDGE, SKILLS AND QUALIFICATIONS:

- Knowledge of Indigenous Community and Culture strongly desired
- Minimum three years demonstrated experience in working with people experiencing homelessness, or combination of work, education
- Experience managing staff or volunteers or demonstrated leadership abilities.
- Sensitivity to issues surrounding the Indigenous homeless community, and the effect of colonization and intergenerational trauma
- Strong organizational and communication skills.
- Ability to work under pressure. Experience in crisis intervention and problem solving with ability to diffuse situation without heightening conflict
- Have working knowledge of community resources
- Ability to collect and report on data required for grants and other funding sources
- Cooperative, friendly, and helpful attitude with clients and co-workers. Ability to work closely with other employees to ensure positive, constructive environment within the program or department, and throughout the agency
- Demonstrated ability to lead and manage staff
- Effective boundary setting skills with both clients and co-workers
- Experience working with Indigenous community members preferred
- Physical requirement – a combination of lifting, standing, sitting and walking required. Shifts are non sleeping overnight
- Must provide current vulnerable criminal record check
- Valid first aid, food safe and overdose training
- Knowledge of HIFIS and the VAT process
- Compassion, curiosity and kindness

SALARY RANGE: \$25/hour (does not qualify for extended benefits or leaves)

HOURS: 35 hours week, evenings/weekends.

TERM: October 15, 2020- March 31 2021 (TBD by funder, pending contract)

Please submit your resume and cover letter attention to:

Ron Rice, Executive Director

(by mail / fax / email to admin@vnfc.ca or in person)

No phone calls please, only those selected for interviews will be contacted.

Closing Date: Open until filled

Victoria Native Friendship Centre
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