



Victoria Native Friendship Centre
Employment Opportunity



Seasonal Shelter Support Staff & Driver– 5.5 month 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 Client Support Positions are the first line of contact at the VNFC Shelter. They help support the success of the Shelter by setting a welcoming and hospitable tone during the check-on process. Working with the volunteers, coordinators, greeters and others, Client Support Staff foster a culture of safety, both physical and emotional. They also respectfully ensure clients are aware of the parameters of behavior and how access to services, such as laundry and shower schedules. The Client Support Staff report directly to the Shelter Coordinators, and on occasion the Shelter Team Lead.

DUTIES: (include the following and not limited to)

- Must always work within the parameters of health and safety with particular regard to covid protocols, as they change and adapt with new information.
- Regular and consistent sanitization of surface areas in line with Covid-19 protocol
- Help with set up and take down of shelter supplies each evening including bed set up, towels, pillows, bedding etc
- Check in with Shelter Guests as they arrive, assist with paperwork involved in intake
- Provide a warm and welcoming environment to all Shelter Guests
- Sort, store and access donations through Donation Management team to provide supplies as needed to clients
- Maintain necessary supplies in site room; do regular inventory and order supplies as needed
- Participate in team meeting and training, including debrief of critical incidents
- Help clients build connections and supports to access programming at VNFC or through other partner agencies throughout the region.
- Assist with meal distribution, which may at times require assembly.
- Regular safety checks in washrooms, showers, laundry and all other areas of the facility.
- Assist clients in having a successful time at VNFC, by supporting them to understand the policies of the Shelter
- Driving for client pick up and/or drop off
- Support a positive working environment, sharing knowledge and experience with the team

KNOWLEDGE, SKILLS AND QUALIFICATIONS:

- Knowledge of Indigenous Community and Culture strongly desired
- Compassion, Kindness and Curiosity
- Understanding of barriers faced by those who are homeless, have problematic substance use or are living with mental health issues
- Ability to form professional relationships with Shelter Guests, as well as colleagues and representatives from other organizations
- Understanding of the impact of colonization on Indigenous communities, and the subsequent barriers faced by those who access services.
- Ability to work under pressure. Experience in crisis intervention and problem solving with ability to diffuse situation without heightening the conflict.
- Working knowledge of community resources.
- 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.
- Experience working with Indigenous communities an asset.
- Effective boundary setting skills with both clients and co-workers
- Physical requirement – physical activity is required for this position, including positioning mattresses, carrying equipment, distributing food, and constant sanitization. Worker must always wear a facemask in public areas, and wash hands regularly. Antisocial hours including evenings and overnight shift
- Must provide current vulnerable criminal record check
- Valid driver's license required, with some exception
- Valid First Aid
- Food Safe level 1
- Valid BC Driver's license and clean driving record
- Lived experience will be considered

SALARY RANGE: \$22.00/hour

HOURS: Full and Part time shifts available. Please note all work is during anti-social hours and under averaging agreement.

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

Please submit your resume and cover letter to

Ron Rice, Executive Director

Contract pending funding agreement. Those willing to be on call should also apply

Closing Date:

Closing Date: open until filled

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