



Victoria Native Friendship Centre
Internal/External Employment Opportunity



Seasonal Shelter Team Lead – 6 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 Team Lead supervises the site management staff, of the Victoria Native Friendship Centre (VNFC) Seasonal Shelter Program. The Shelter Team Lead is also responsible for oversight and coordination of the safe operation of the day-to-day activities of the facility, builds relationships with community partners and stakeholders. The Shelter Team Lead reports to the VNFC Executive Director (or designate).

DUTIES: (include the following and not limited to)

- Supervise and direct employees and volunteers, ensuring staff management meets agency minimum requirements for job evaluation, problem solving, and employee discipline. Ensure that employee training meets accreditation standards and funding requirements and employees follow all data collection, accreditation and funding guidelines.
- Prepare monthly work schedule for program coordinators, support staff, drivers and additional staff as required. Prepare alternate coverage plans or cover for site managers or night monitors when necessary due to illness, vacation, or emergencies.
- Oversee daily safety/cleanliness inspections; take appropriate action with staff and clients when standards are not met.
- Notify maintenance worker of needed maintenance throughout the shelter facilities and review custodial reports each day.
- Coordinate and ensure all donations to VNFC according to program policies and needs.
- Lead and attend meetings both internally and externally as needed.
- Implement policies and procedures in line with accreditation standards. Implement performance and quality improvement process in compliance with agency's process. Communicate changes and new rules/regulations to site manager staff; ensure that all VNFC operational policies and procedures are implemented and enforced.
- Research and apply best practices both from local agencies and nationally. Follow shelter procedures for handling emergencies such as covid response, fire evacuation, police intervention, and injury report. Lead critical debrief as needed.
- Follow VNFC procedures for case management, program implementation/coordination.
- Support Shelter Coordinators to ensure all tasks are being conducted to a high standard
- Continue to build relationships within the community through one-on-one networking, group meetings, and public outreach to help form partnerships, which will provide more resources for residents to break the cycle of homelessness.
- Build partnerships with other Indigenous and non-indigenous support agencies throughout Victoria.
- Possible driving coverage for pick up and/or drop off (BC Drivers License required)

KNOWLEDGE, SKILLS AND QUALIFICATIONS

- Understanding of indigenous community and culture
- Minimum of two years education in psychology, sociology, human or child development, or other human or social services.
- Minimum three years demonstrated experience in working with the people experiencing homelessness, substance misuse and marginalization. A combination of education, work and lived experience will be considered.
- Computer literacy, including proficiency in Microsoft Office and Excel
- Strong organizational, communication skills and conflict resolution skills, and the ability to work with these under pressure.
- Experience in crisis intervention and problem solving with ability to diffuse situation without heightening the conflict.
- Ability to thrive in a flexible, fast paced and growth-oriented environment, while maintaining a positive, solution-oriented approach.
- Ability to collect and report on data required for grants and other funding sources.
- Demonstrated ability to lead and manage staff
- Effective boundary setting skills with both clients and staff
- Experience working with Indigenous community members preferred
- Physical requirement – The incumbent must spend a major portion of the work hours sitting, with some standing and walking
- Working knowledge of HIFIS and the VAT process
- Must provide current vulnerable criminal record check.

SALARY RANGE: \$35.00/hour (does not qualify for extended benefits or leaves)
HOURS: 35 hours week, evening/weekend
TERM: October 7, 2020 – April 7, 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
 231 Regina Ave. Victoria, BC V8Z 1J6
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