



# Nanaimo Family Life Association EST. 1967

*Healthy individual and family relationships  
are the heart of a strong and resilient community.*

1070 Townsite Road, Nanaimo, BC V9S 1M6 📞 T: (250) 754-3331 📠 F: (250) 753-0268 🌐 [www.nflabc.org](http://www.nflabc.org)

## **Shelter Worker Job Description**

Benchmark Title – Residence Worker - 10

Grid Level - 10 - JJEP Wage Grid (\$25.57 to \$28.94 hourly)

**Start date: July 1, 2024**

**The Shelter Worker is responsible to and reports directly to the Lead Hand or the Shelter Director**

**Job Summary:** Provides support, food, security, advocacy, information, crisis intervention and referrals to shelter guests.

**Function:** To provide direct support to guests of the Nanaimo Unitarian Shelter within the parameters of Shelter policy.

### **Guest Support**

- Receives and admit guests in the evening according to defined intake procedures such as collecting the basic data for BC Housing and go over shelter rules.
- Contributes to the communications log to ensure effective service delivery by documenting actions, observations, activities which may affect guests' accommodation and overall shelter operations.
- Assesses and assists with guests' personal needs e.g. hygiene, nutrition, medical, and/or emotional, as appropriate.
- Supports a harm reduction model by storing and securing alcohol, drug paraphernalia and weapons for guests when they check in.
- Communicates effectively with guests including using active listening and accepted problem-solving strategies.
- Monitors guests' activities and provide effective intervention in crisis situations.
- Works cooperatively and effectively with other staff, volunteers, & guests
- Prepares and serves meals as required.
- Follows accepted procedures and protocols and adapts to changing conditions as they arise.

### **Facility maintenance**

- Cleans all areas as assigned on a regular basis, as defined in the Shelter Procedures Manual or as requested by the Lead Hand or Shelter Director.
- Reports any necessary housekeeping duties / maintenance to the Lead Hand or Shelter Director.
- Performs other duties as assigned by the Lead Hand or Shelter Director.

### **Volunteer/Donation Support**

- Provides assistance to volunteers, as required.
- Accepts donations in an appropriate manner.
- Maintains records of donations whenever possible.

### **Health and Safety**

- Works in a healthy and safe manner.
- Takes every reasonable precaution to ensure the safety and well-being of guests.
- Reports all health and safety concerns to the Lead Hand or Shelter Director.

### **Skills and Abilities**

- Demonstrated ability to use sound judgment, perform job duties with minimal supervision and problem solve as required.
  - Possesses strong communication skills specifically in conflict resolution and nonviolent crisis intervention.
  - Demonstrated ability to establish and maintain effective working relationships with guests, staff, volunteers, and community agencies.
    - Basic computer experience is required, and/or willingness to undertake basic training.

### **Conditions of Employment**

- Available to work scheduled shifts including evening and graveyard shifts
- Willing and available to undertake regular training and attend staff meetings.
- Must successfully complete a Vulnerable Sector Criminal Record Check and sign a confidentiality agreement.
- Certification or training in Food Safe, First Aid and Naloxone

### **Qualifications**

- Diploma in a related human / social service field and one (1) year recent related experience, or an equivalent combination of education, training, and experience.

**Please note that applications will be reviewed as they are received. Current Unitarian Shelter candidates will be considered before external candidates. Please send resume and cover letter to [unitarianshelter@nflabc.org](mailto:unitarianshelter@nflabc.org) by June 19<sup>th</sup> at 4 pm.**

June 5, 2024