



Feeding hope. Changing lives.

Support Worker (Overnight), Sanctuary Housing Job Description

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| Department: | Women & Families Programs |
| Branch: | Women's Recovery & Housing |
| Location: | 616 East Cordova, Vancouver |
| Reports to: | Supervisor, Housing Program |

Job Summary:

Demonstrating the love of Christ, the Overnight Support Worker's primary role is to provide ongoing after-hours support for women and families living in the Women & Families Centre building. This position involves ministering to these women and families by forming relationships, providing emotional and relational support in the evening as needed, encouraging residents in their faith, and modelling Christ-like behaviour. When appropriate the Overnight Support Worker supports the Women & Families Outreach and Reception teams administratively and also supports community members. This individual occasionally handles routine enquiries, directing more complex issues to the appropriate person or branch.

Main Duties and Responsibilities:

- Model Christ in word and deed.
- Greet and assist program tenants and participants, and community members.
- Handle tenant inquiries and concerns in a timely manner and to the tenant's satisfaction as much as possible, providing tenant service problem-solving as required.
- Provide emotional and relational support to program tenants in the evening as needed and build rapport by fostering a climate of grace and forgiveness.
- Respond to hazardous and suspicious activities, all incidents, accidents, or medical emergencies, and report to the appropriate person. Notify emergency service agencies when urgent assistance is needed.
- Provide administrative support to W&FC branches, as time permits.
- Maintain the database and accurate digital records, and manuals as appropriate.
- Monitor age, sobriety, program tenants and participants coming into the building, and appropriately enforce boundaries and rules about such things as access and use of the foyer, referring to other staff when required.
- Report any concerns related to recovery, safety, housing, or building policy breaches to the Supervisor, Housing Program.
- Monitor the building security through camera security system, physical check at doors and contact appropriate individuals if there are any concerns.
- Maintaining the workspace in a clean and presentable condition, monitoring the areas in and around UGM, and ensuring that equipment is functioning properly.
- Foster open communication with other departments.
- Perform other duties, as required by your supervisor.
- Attend and participate in team meetings, training, and development opportunities.
- Adhere to all UGM published policies, practices and procedures, including Occupational Health and Safety.

Knowledge, Skills and Abilities:

- Mature individual, committed to and in agreement of UGM's Mission Statement, Core Values and Statement of Faith.
- A vibrant and growing relationship with Jesus Christ our Creator, as Saviour and Lord.
- Diploma or certificate in human sciences (or related discipline).

- 2 years of related work experience in abstinence-based housing.
- Other combinations of lived experience and education may be considered.
- Intermediate computer skills (Outlook, Word, Excel); database experience an asset.
- Professional presentation and demeanor with strong customer service skills.
- Experience with Indigenous clients; working in a multi-ethnic and socially diverse community is an asset.
- Knowledge of motivational interviewing and stages of change is preferred.
- At least 20 hours in one or more of these subjects: counselling; crisis and conflict resolution; psychosocial intervention for substance use and concurrent disorders; and trauma-informed practice.
- Ability to set appropriate and safe boundaries with demanding individuals and deal with individuals in crisis and/or psychosis in an appropriate manner.
- Ability to maintain a high level of confidentiality within the organization and its clientele.
- Ability to multi-task and work well under pressure, and function independently.
- Proven track record of punctuality and reliability.
- Willing to complete UGM's Non-Violent Crisis Intervention Course and other mandatory training.
- Technical Competency—Trauma-Informed Care (Level 1): Help identify negative events that have impacted the client's functioning, and develop interventions that emphasize safety, choice, and personal control.

Behavioural Competencies:

- **Adaptability/Flexibility (Level 2)**
Adjust approach to meet needs of changing conditions, situations, and people to work effectively in difficult or ambiguous situations.
- **Christ-likeness (Level 1)**
Demonstrate the love of Christ in word and deed by living out the values of the Gospel.
- **Diversity and Cultural Responsiveness (Level 2)**
Provide respectful, equitable, and effective services to diverse populations by affirming the value, worth, and dignity of all.
- **Effective Communication (Level 1)**
Provide verbal and written communication that builds trust, respect, and credibility, and includes active listening skills and non-verbal communication.
- **Interpersonal Rapport/Savvy (Level 2)**
Establish and maintain relationships with others based on mutual respect, trust, sensitivity, transparency, empathy, compassion, tact, and diplomacy.
- **Self-Care (Level 2)**
Deliberately and continuously apply professional and personal self-care to sustain optimal productivity and maintain physical, mental, spiritual, and emotional health.
- **Self-Management (Level 2)**
Manage emotions and strong feelings while maintaining a calm and tactful demeanor under a broad range of challenging circumstances.
- **Teamwork and Cooperation (Level 2)**
Work collaboratively and productively across the organization to achieve common goals, while demonstrating respect, cooperation, collaboration, and consensus-building.

Working Conditions:

- **Work Location**
Work is generally performed indoors within an office environment, with standard office equipment available.
- **Physical Requirements**
Work is generally sedentary in nature, but may require standing, walking or reaching for up to 20% of the time. Employee is required to look at a computer screen and use a keyboard for up to 80% of the time. Must be able to lift up to 35lbs occasionally.
- **Work Conditions**
Working environment is generally favorable. Lighting and temperature are adequate. Work is performed amid normal conditions of dust, odors, fumes, and noises. Occasional environmental

exposures to cold, heat, and water. This position is required to work in an environment often dealing with clients in crisis situations brought about by diverse problems. The ability to function independently and frequently under pressure, while managing multiple concurrent tasks including emergency situations is an ongoing expectation of this position.

- **Hours of Work**

This part-time position works overnight shifts, 11pm to 7am, on a bi-weekly rotation, covering both weekdays and weekends. There are two weekly schedules: one is Monday, Tuesday, Wednesday, and every other Sunday; the other is Thursday, Friday, Saturday, and every other Sunday.

- **Hazards**

Job requires frequent interaction with the public some of whom may be upset, abusive, and/or violent. Employee is required to hear information about clients' lives which may be troubling or upsetting, and may cause emotional issues including vicarious trauma.

- **Other**

Due to the nature of the job, and our commitment to a safe environment, the candidate is subject to a criminal record check.

The above statements are intended to describe the general nature and level of work performed by people assigned to this position. They are not intended to be construed as an exhaustive list of all responsibilities, duties and skills required of personnel so classified.

Employee's Signature: _____

Name: _____ **Date:** _____

Supervisor's Signature: _____

Name: _____ **Date:** _____