



Community
Connections
REVELSTOKE SOCIETY

JOB POSTING

March 2022

External Posting

Position Title: Emergency Shelter Program (ESP) On-Call Attendant- (Temporary 5- month Contract)

Reports to: Emergency Shelter Coordinator

Job Description:

The Emergency Shelter Program (ESP) has assigned Community Connections shelter locations that supports individuals in need of emergency shelter services within Revelstoke. The ESP On-Call Attendant will work with the Program's Coordinator, and respond to calls and needed services during their assigned on-call hours.

community-connections.ca
St. East
info@community-connections.ca
2S0

T: (250) 837-2920
F: (250) 837-2909

P.O. Box 2880, 314 2
Revelstoke, BC V0E





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Community Connections Values:

Community Connections serves a diverse population, and our staff reflects this diversity. We recognize the unique skills and perspectives each individual brings. You embrace Community Connection's values, vision and mission while treating individuals as leaders in their own lives. You contribute to an environment of continuous learning and seek to join a compassionate and supportive workplace.

Mission Statement:

The Mission of Community Connections (Revelstoke) Society is to offer support to individuals and families in our community by providing and advocating for accessible, responsive social services.

Values Statement

In providing our services we value:

- ❖ Diversity
- ❖ Belonging
- ❖ Individuality
- ❖ Respect
- ❖ Human Dignity
- ❖ Relationships
- ❖ Connection to Community
- ❖ Individuals & Families

Vision Statement

By 2022, Community Connections (Revelstoke) Society will continue to be recognized by our community, the region and the province, as a leader for the provision of quality, responsive & socially just services.

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Key Duties and Responsibilities:

1. Respond to referrals of new clients in a timely manner, including completing the intake form and assessment of the client's situation if not already complete.
2. Enforce shelter policies and procedures in a calm, clear and compassionate manner.
3. Deal confidently and respectfully with volatile and unpredictable situations including those in which mental health and addiction issues are factors.
4. Communicate regularly and effectively with the Program Coordinator. Maintain client data and keep detailed case notes, intake numbers of clients and accurate data about the client on Community Connections database.
5. Communicate with clients and refer them to the appropriate service provider when applicable.
6. Perform routine janitorial duties as required.
7. Maintain a safe, healthy and positive environment for staff, patrons, and community members.
8. Monitor and report any facility issues including maintenance and cleanliness as per the program's procedures.
9. Provide a weekend report to the shelter coordinator on all operations concerning the shelter program in a confidential and professional manner.
10. Communicate with other community service providers in a professional manner.

Qualifications:

Education/Certification

1. Diploma or certificate in related field: trauma-informed practice, social work, human service worker, psychology or sociology; or, equivalent experience

Required Knowledge

1. Commitment to social justice and narrative practice principles.
2. An understanding of the social intersections of social work, public health, law, humanities, and political science an asset.
3. Knowledge and/or understanding of the impacts of housing and homelessness issues faced by the community of Revelstoke.

Experience Required

1. Previous experience in community social services sector with knowledge of anti-oppressive practice, client centered service, housing first practices, social determinants of health, and the impacts of systemic oppression an asset.

Occupational Competencies:

1. Ability to maintain a non-judgment, non-reactionary, and non-defensive communication style during challenging discussions.
2. Active listening skills/commitment to fully understanding the client's point of view.
3. Ability to communicate with clients who possess a range of listening and processing challenges.





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4. Comfortable using Excel spreadsheets, cell phone and computer technology.
5. Capacity to follow Community Connections meticulous record-keeping/reporting protocols.
6. Ability to follow direction from the Executive Director/Program Director.
7. Ability/desire to work cooperatively as a team with other staff, clients, relevant community members and housing associations.

Other Requirements:

- This position is required to work in a stressful environment, often dealing with clients in a crisis situation. Work may be conducted outside normal office hours depending on client's availability.
- Complete and keep updated Criminal Record Checks
- Willingness to obtain and maintain current OFA Level 1
- Have a valid Driver's License with a clean driving record (provide annual Driver's Abstract).

Wage: In accordance with the Community Connections Wage Grid G3 -Step 1. Starting hourly rate of \$24.82.

Location: Community Outreach and Development Department

Position: Temporary 5-month Contract

Hours: Part time 17 hours weekly, Friday 1:00pm to 10:00pm, Saturday and Sunday 11:00am to 10:00pm
Friday: 6hrs on call = 2hrs paid + 3hrs straight time
Saturday: 8hrs on call = 3hrs paid + 3hrs straight time
Sunday: 8hrs on call = 3hrs paid + 3hrs straight time
*On call hours may fluctuate

Closing Date: March 31st, 2022

Applications must include a current resume with a cover letter stating your qualifications and education for the Posted Position to:

Jake Sloots
Human Resources Manager
Community Connections (Revelstoke) Society
Ph: 250 837 2920 Ext. 28
Email: hr@community-connections.ca

Community Connections is a CARF accredited organization

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