



**Community
Connections**
REVELSTOKE SOCIETY

JOB POSTING

August 2022

External Posting

Position Title: Emergency Shelter Program Coordinator

Reports to: Co-Directors Community Outreach and Development

Job Description:

The Emergency Shelter Program (ESP) Coordinator of assigned Community Connections shelter locations supports individuals in need of emergency shelter services within Revelstoke. The ESP Coordinator manages all operations pertaining to Community Connections' Emergency Shelter Program. The ESP Coordinator is responsible for managing all services provided through the program, including overseeing additional shelter attendants working in the program.

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





**Community
Connections**
REVELSTOKE SOCIETY

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.

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





**Community
Connections**
REVELSTOKE SOCIETY

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.
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 Outreach Department. 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. Manage all emergency shelter staff, requesting daily shift reports on operations and meeting with them regularly.
7. Perform or delegate routine janitorial duties as required.
8. Maintain a safe, healthy and positive environment for staff, patrons, and community members.
9. Monitor and report any facility issues including maintenance and cleanliness as per the program's procedures.
10. Provide a weekly report to the motel manager on all operations concerning the shelter program

Qualifications:

Education/Certification

Diploma or Certificate in related field: trauma-informed practice, social work, human service worker, psychology or sociology

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.

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





Occupational Competencies:

1. Demonstrated knowledge of formal program delivery and evaluation skills.
2. Professional verbal and written communication skills.
3. Well-developed planning and administration skills.
4. Excellent interpersonal and communication skills.
5. Good organization, analysis and time management skills.
6. Ability to work independently and to manage time and work load effectively.
7. Ability to maintain confidentiality.
8. Ability to maintain a positive, professional, non-judgmental attitude.
9. Knowledge of community resources and other community support services.
10. Maintain up to date file information for each client.
11. Ability to maintain a non-judgment, non-reactionary, and non-defensive communication style during challenging discussions.
12. Active listening skills/commitment to fully understanding the client's point of view.
13. Ability to communicate with clients who possess a range of listening and processing challenges.
14. Comfortable using Excel spreadsheets, cell phone and computer technology.
15. Capacity to follow Community Connections meticulous record-keeping/reporting protocols.
16. Ability to follow direction from the Executive Director/Program Director.
17. 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).





**Community
Connections**
REVELSTOKE SOCIETY

Wage: In accordance with the Community Connections Wage Grid S5-Step 1

Location: Community Outreach and Development Department

Hours: 34 hours weekly

Closing Date: September 26th 2022

Start Date: October 3rd, 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

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

