



**Community
Connections**
REVELSTOKE SOCIETY

JOB POSTING

January 2025

Internal and External Posting

Position Title: Emergency Shelter Program Coordinator

Reports to: Executive Director

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.

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 as 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.

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. The capacity to remain calm and evaluate crisis situations, and devise effective interventions/actions to implement.
15. Ability to deescalate agitated clients.
16. Comfortable using Excel spreadsheets, cell phone and computer technology.
17. Capacity to follow Community Connections meticulous record-keeping/reporting protocols.
18. Ability to follow direction from the Executive Director.
19. 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 alone with clients in a crisis situation.





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- 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).
- Non-Violent Crisis Intervention training course will be considered as an asset

Wage: In accordance with the Community Connections Wage Grid and qualifications/experience - Grid Level G3- step 1: \$26.68 will be the starting wage.

Location: Community Outreach and Development Department

Hours: 34 hours weekly;
Being on call in case of a potential emergency, one weekend out of every three weekends (paid weekend).

Closing Date: Will stay open until filled

Start Date: Immediately

Term contract: Ending on March 31th, 2025, with a potential extension up to April 30th, 2025.

Applications must include a current resume with a cover letter stating your qualifications and education for the posted position.

Apply via email: hr@community-connections.ca





Community Connections is a CARF accredited organization

Community Connections serves a diverse population, and our staff reflects this diversity. We recognize the unique skills and perspectives each individual brings. As an employee, you embrace Community Connections' 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 professional, compassionate and supportive workplace.

Mission Statement:

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

Values Statements:

Organizational values are the guiding principles that provide an organization with purpose and direction. We at Community Connections Revelstoke have given careful consideration to our organizational values and embrace the following:

BELONGING:

We value belonging by creating an environment where people are seen and heard.

COLLECTIVISM:

We work together to support equitable well-being.

INTEGRITY:

We demonstrate integrity through relational accountability and commitment.

CREATIVITY:

We cultivate creativity through acts of collective courage and imagination that tend to community needs and honor lived experiences.

Vision Statement

People belong and are supported by our high quality, responsive, and socially-just services.

2022-2025 Strategic Goals:

SUSTAINABILITY (PROGRAM, STAFFING AND FUNDING)

Community Connections Revelstoke Society is sustainable due to excellence in program delivery, human resource practices and financial planning and management.

SERVICE EXCELLENCE

CCRS is committed to providing excellent services and will not sacrifice quality for quantity.

INTRA-ORGANIZATIONAL NARRATIVE

We have an internal ecosystem that creates a culture of belonging, celebrates past successes, growth and embeds the organizational values.

ORGANIZATIONAL VALUES





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The CCRS will identify and define our values, and they will serve as a filter for all our decisions including work plans, staff evaluations, hiring practices, and Board attraction and retention.

ADVOCACY

The CCRS will become more visible in the community by raising our profile and expanding our engagement.

