

## Background:

Under One Roof is a community hub that aims to build a sense of Wellness, Community, and Purpose for people in Squamish. It's more than just supportive housing, it's a community food hub, a volunteer hub, a wellness hub and a central access point for supports and services.

UOR gives us a shared and centralized location from which to provide all our food services to the community. We will no longer be scattered throughout the community.

Our focus is on building capacity and creating vibrant centre for all. Under One Roof. We want to create a safe and dignified grocery-story shopping experience for all, and de-stigmatize accessible food distribution. Everyone has the right to healthy food.

Squamish Helping Hands and the Squamish Food Bank Society operate a collaborative, low-waste food hub in an inclusive, socially just and caring environment. Activities are intended for the bounty and good of all. The food hub is a place where people, food and partners are valued:

- Food is recovered, repurposed and shared;
- People are engaged and encouraged to build personal capacity and independence; and
- Partnerships are based on trust, open communication and reciprocity.

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## Job Title: PARTICIPANT SUPPORT - FRONT LINE WORKER

Front Line Workers at Squamish Helping Hands form the core team that provides support, information, crisis intervention, and ensures the safety of program participants. Front Line Workers employ best practices to reduce harms associated with substance use and engage with individuals to inform, refer, and support participants. Workers use a non-judgmental trauma-informed approach to enhance the knowledge, skills, resources and supports for individuals to be safer and healthier.

The Front Line Worker reports to the manager[s] or designate, and works in accordance with the mission, values, philosophy, and policies of the Squamish Helping Hands Society.

Duties and responsibilities include; participant support and education, maintaining a clean and safe environment, food preparation and distribution, supplies distribution, volunteer support, room checks, referrals, record keeping and daily professional communication using a computer.

### Also, a Front Line Worker:

1. Participates as a team member, follows employee guidelines, policies and procedures and communicates effectively with clients, volunteers, and staff.
2. Attends meetings and required training.
3. Performs a variety of cleaning and disinfection duties such as sweeping and mopping floors, cleaning washrooms, dusting, wiping, garbage removal, recycling, doing laundry, and various other tasks.
4. Performs a variety of duties related to donations of food, clothing and other materials including accepting, organizing, cleaning, distributing and record keeping.
5. Performs intake interviews with clients, delivers guidelines and policies to clients, records daily statistics and updated shelter stay lists.

6. Observes clients, volunteers, staff, guests to ensure a safe environment by performing duties such as reporting unsafe conditions, incidents and/or behaviours; site monitoring (including regular perimeter walks); dealing with emergencies.
7. Support clients with referrals, donated goods, community information, and shelter services.
8. Maintains confidentiality of clients, volunteers, and staff.
9. Follows specific shift “To Do” list.
10. Records shift summary in Communication Book - highlighting need to know information, events, and incidents.
11. Performs other related duties as assigned.

**Education, Training and Experience:**

- Diploma in a related human / social service field
- One (1) year recent related experience
- Level 1 First Aid Certification - mandatory
- Driver’s License
- An equivalent combination of education, training and experience may be considered.
- Additional preferred Assets – training in: Crisis Intervention Skills; Conflict Resolution; Harm Reduction; Trauma informed Practice; Hostile interactions/De-escalation skills
- Must have a minimum of two (2) years’ sobriety if you are a “person with lived experience” i.e., having recovered from substance use issues.

**Skills and Abilities**

- Demonstrated ability to work independently and within a team environment.
- Demonstrated ability to communicate effectively both verbally and in writing.
- Demonstrated ability to work and communicate using a computer – Microsoft, online communication, related apps etc.
- Demonstrated physical/ mental ability to perform the duties of the job.
- Demonstrated ability to operate related equipment.
- Demonstrated suitability to work with disadvantage and challenging adults in a diverse environment.
- Demonstrated ability to be open-minded and non-judgmental.
- Demonstrated ability to organize work.
- Demonstrated ability to take direction from others.
- Demonstrated ability to understand and maintain client/ worker boundaries.
- Demonstrated ability to work with others effectively.

**JOB CLASSIFICATION:** Front Line Worker

**Grid Level:** 10 - \$21.63

**Hours:** Friday, Saturday & Sunday 8:00 am – 4:00 pm

BCGEU membership required

To apply, please send a resume and cover letter to [info@shhs.ca](mailto:info@shhs.ca) quoting the Posting No. **2023-09**

**Note that Squamish Helping Hands workplace currently falls under a Provincial Health Order that requires workers to be fully vaccinated for COVID-19.**