



Participant Support / Front Line (Nights)

Squamish Helping Hands Society is a registered charity providing food, shelter and support services to individuals and families in the Sea to Sky region who are living with or threatened by homelessness and who also might be struggling with mental health and addictions. We believe in being part of a community where everyone matters, and where housing and food access are human rights. We have evolved over the past few years beyond emergency shelter to housing our participants in an affordable and supportive environment. We have seen significant growth over the last 2-3 years marked by our move into the Under One Roof building in late 2020.

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.

Squamish Helping Hands Society is committed to creating an inclusive, accessible environment where all members of our community feel welcome, valued, respected, and supported. We encourage applications from the diverse communities in which we live and serve, including but not limited to people of colour, Indigenous people, persons with disabilities, and persons of any sexual orientation or gender identity.

We acknowledge that our building - Under One Roof is situated on the traditional, ancestral and unceded territories of the coast Salish people including the Musqueam and Squamish Nations.

Squamish Helping Hands is an equal opportunity employer, committed to recruiting an inclusive workforce that reflects the community we serve. We encourage applicants from diverse backgrounds, including Indigenous applicants, all genders, nationalities and persons with disabilities.

This position is open to all staff and evaluated in accordance with the Collective Agreement. Qualified internal candidates shall be considered and interviewed prior to external candidates. This position requires membership in the Union.

JOB INFO:

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.

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

(This is a bargaining unit position whose incumbent will be a member of the BCGEU)

Grid level 10: \$25.05

Temporary Part-time: Tuesday – Friday 12 an – 8 am

Interested individuals should apply by providing a **resume and cover** letter to SHHS Leadership Team at khunter@shhs.ca quoting the **Posting No. (2023-33)** in the subject line.