



JOB POSTING: Front Line 2024-29

Internal & External

Position: Participant Resident Support

Status: Casual – On Call

Work Sites: Under One Roof

Shifts: Primarily: Weekends, Overnights and Evenings.

Wage/Salary: Step 1 of Grid Level 10, \$25.95 hourly

Posting Date: October 2, 2024

Closing Date: Until position is filled

Be part of our inspiring mission-driven team at Squamish Helping Hands Society.

We are a registered charity operating in the Sea to Sky region, based in Squamish. We believe in being part of a community where everyone matters, and where housing and access to food are human rights.

Ultimately, we want to create “a safe and healthy community for all”. We feel we can only do that by meeting people where they are and helping them to create capacity building plans for themselves leading them to where they want to go. We are a community where we believe that everyone has something to contribute, and that consequences help inform our choices.

This position is open internally to all staff and externally. Hiring will be evaluated in accordance with the Collective Agreement. Qualified internal candidates shall be considered and interviewed prior to external candidates.

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 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 harm 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.

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.

WORKING WITH US YOU CAN ENJOY:

- An amazing, friendly, and emotionally intelligent team.
- A great community – Squamish is for the adventurous.
- Free meals on site.
- Casual dress policy.
- A wonderful new facility.



Interested individuals should apply by providing a **resume and cover letter** to SHHS Management Team at info@shhs.ca quoting the **Posting No. & Position** in the **subject line**. We thank and acknowledge all applicants and will proactively contact those selected for an interview.