



COMMUNITY BUILDERS
STRIVING FOR EXCELLENCE IN COMPASSION

POSTING (BCGEU)

JOB TITLE: COVID-19 Isolation Wing Support Worker

STATUS: Temporary Part-time

AREA OF WORK: Metson Rooms, 1060 Howe St

HOURS OF WORK: 11:59pm-7:59am, 7AM-3PM

DAYS OF WORK: Saturday-Sunday (11:59PM-7:59AM), Wednesday-Thursday (7AM-3PM)

GRID LEVEL: 10 – JEP Wage Grid

Job Summary:

The **Support Worker** provides support to guests and the site to maintain a safe, clean, welcoming space for homeless individuals needing temporary accommodations who have received a positive COVID-19 diagnosis.

Duties & Responsibilities:

It is the **Support Worker** responsibility to:

1. Be familiar with Community Builders' Policies and Procedures, as well as Emergency Protocols.
2. Complete and submit shift reports, noting any significant guest interactions while at work. Shift reports to be written as per guidelines and submitted on the Community Builders database.
3. Monitor and check off guests.
4. Enforce guidelines as set out by Community Builders.
5. Report any infractions of policies to Management for preparation of Incident Reports.
6. Respond to crises in a timely manner, including overdoses and medical emergencies. Utilizing the emergency services where appropriate. Be familiar with non-violent crisis intervention procedures to de-escalate conflict and aggressive behaviors of guests.
7. Maintain professionalism in your interactions with guests as per policies.
8. Facilitate the serving of 3 meals a day.
9. Perform regular rounds inside and outside of the site, including patio areas, washrooms, storage spaces, and any other CB buildings as required.
10. Help maintain shelter standards including recording any fire safety deficiencies, maintenance deficiencies, pest control issues, clutter and health and safety hazards
11. Allow guests to access Harm Reduction supplies and restock as needed.

12. Facilitate entry to site by outreach teams and medical organizations to help guest's access housing and medical help when needed.
13. Perform regular cleaning tasks to ensure cleanliness of site, including but not limited to:
 - Cleaning washrooms
 - Changing sheets on beds
 - Laundry
 - Emptying garbages
 - Performing perimeter checks and picking up any garbage
14. Be willing to move sites when operationally required.
15. Further tasks list as needed

Education, Training & Experience:

1. A minimum of completed Gr. 12 education.
2. Six (6) months of recent related work experience or an equivalent combination of education, training and experience
3. Certificates in Narcan Training, First Aid, and Non Violent Crisis Intervention training (NVCi)
4. Criminal record check

Skills & Abilities:

1. Ability to work in a harm reduction environment which includes an observed consumption area, as well as familiarization with the principles of harm reduction.
2. Physical ability to carry out the duties of the position.
3. Able to work independently with minimal supervision, exercise initiative and good judgment
4. Ability to operate related equipment.
5. Ability to communicate effectively, both verbally and in writing.
6. Ability to organize and prioritize.
7. Ability to observe and recognize changes in clients.
8. Ability to establish and maintain rapport with clients, staff and management and collateral service providers.
9. Home management skills.
10. Ability to instruct.
11. Ability to analyze and resolve problems.
12. Conflict resolution and crisis intervention skills.
13. Ability to assist with medication support and to follow established policies and procedures.
14. Advocacy skills

Posting: 2021 - #162

Date: July 1, 2021

APPLY BY: July 8, 2021 by 3PM

APPLY TO: hr@communitybuilders.ca

SUCCESSFUL APPLICANT: _____

INITIALS: _____ **Date:** _____

This position is open to all qualified individuals and requires membership in the Union. The successful applicant is not required to operate their own vehicle for performing the duties of the position.