

**INTERNAL AND EXTERNAL JOB POSTING**  
**Nelson CARES Society – Affordable Housing Program**  
**Position: SUPPORTIVE HOUSING WORKER**  
**Classification: Permanent Part-time**  
**Location: North Shore Inn, 687 Highway 3A, Nelson, BC**

In an effort to address the homelessness situation in the community, BC Housing purchased the North Shore Inn in 2022 for use as supportive housing and contracted Nelson CARES Society to look after its' operation. North Shore Inn is part of Nelson CARES Society's Affordable Housing Program and will provide housing and support services to 28 individuals who are at risk of homelessness. This location currently has temporary modular housing units while renovations are being completed in the main building. Following BC Housing's Supportive Housing Program Framework, the Supportive Housing Workers help North Shore Inn individuals gain greater self-reliance and achieve personal goals.

**Job summary:** The Supportive Housing Worker (SHW) will work to assist tenants/residents of Nelson CARES housing program. The job will focus on support services in conjunction and collaboration with the North Shore Inn Program Manager. Specifically, the SHW will offer support services as needed, including life skills support, accessing medical services and addictions treatment and/or mental health services. The SHW will be part of a housing team involving the North Shore Inn Program Manager and the Affordable Housing Director.

**Duties and Responsibilities:**

1. Orient and assist new residents to settle into the housing program.
2. Assess residents' immediate needs and develop personal support plans including goals and objectives.
3. Provide support and/or links to access to food, housing, medical care, income assistance, social/recreational activities, and employment opportunities. Connect residents to community agencies/organizations: make the initial connections, support with applications and follow up.
4. Monitor and ensure the safety and comfort of residents and the security of the housing facility.
5. Provide direct care such as risk assessment and conflict resolution for individuals who experience severe challenges in daily living because of being at risk of homelessness.
6. Support individuals coming out of homelessness. Support in obtaining basic life skills, provide supportive counselling, redirect inappropriate behaviours, provide advocacy supports.
7. Supportive counselling: Conduct sessions with residents for support around topics/issues that the resident brings up. Using techniques such as active listening, conflict resolution, basic group counselling, basic psycho-educational methods to resolve the identified problems, needs and risks and referring resident to longer term counselling support.
8. Support, develop and maintain positive working relationships with all agencies and service sectors that provide services for those living in poverty, as well as referring individuals to necessary agencies.
9. Work in conjunction with Mental Health and Addictions outreach staff, case managers and other relevant community workers.
10. Communicate and work in collaboration with other Supportive Housing Workers and staff at the Stepping Stones Shelter.
11. Maintain complete and accurate current records of support service and group activities and document client perceptions as needed. These records will be kept in the resident file in the case management system.
12. Assist in food program by serving food to residents and assisting in meal preparation.
13. Conduct periodic unit inspection to ensure health and safety conditions are being kept and work closely with Property management.
14. Report weekly to North Shore Inn Program Manager.
15. Perform other related duties as required.

**Qualifications:**

- Diploma in Social Work or Counselling, or a related field **is required.**
- One (1) year recent related experience or an equivalent combination of education, training and experience.

**Job Skills and Abilities:**

1. Ability to show sound knowledge of community resources and a willingness to work with a culturally and sexually diverse population.
2. Strong goal/task, advocacy, and problem-solving skills; ability to establish good rapport with clients.
3. Ability to interact with residents through a trauma-informed lens.
4. Demonstrated ability to work under pressure, to work independently with minimal direction, to take initiative, to organize, prioritize and meet deadlines.
5. Demonstrated ability to establish/maintain satisfactory work relationships with the public, coworkers, and staff from other organizations.
6. Personal suitability includes flexibility, openness, genuineness, resilience and ability to work independently and as part of a team.
7. Ability to use intervention processes that are sensitive to age, income, gender, racial and ethnic cultural issues and disabilities.
8. Ability to communicate effectively verbally and in writing.

**Employment Requirements:**

- Diploma in Social Work, Counselling, or a related field is required.
- One (1) year recent related experience, or an equivalent combination of education, training and experience.
- WorkSafe BC Basic First Aid (*formerly known as Emergency First Aid with CPR A or OFA 1*)
- Food Safety Certificate (*or equivalent*) \*
- Criminal Record Check (*application to be completed by Nelson CARES upon hiring*)
- WHMIS 2015 Certificate\*
- Bullying and Harassment training\*
- Naloxone training\*

*\*Can be completed upon hiring*

**Average 28 hours per week based on following 4-on/4-off rotational 8-hour shift:**

- Day Shift: 8 am – 4 pm
- Afternoon Shift: 4 pm – 12 midnight
- Night Shift: 12 midnight to 8 am

**Compensation:** Depending on rotational shift, a corresponding wage premium will be applied. The hourly wage will range from **\$31.56/hr to \$34.56/hr** (JES Wage Grid 11, Step 1).

**Start Date:** As soon as possible

**Application Deadline:** Open until filled

**Additional Comments:** 1 position required. This position requires the successful candidate to be a CUPE Union member.

**Please e-mail a cover letter, resume, and e-mail addresses for three professional references to:**

**Attention: Supportive Housing Manager – North Shore Inn**

**e-mail: [NSIManager@nelsoncares.ca](mailto:NSIManager@nelsoncares.ca)**

*Nelson CARES Society is an equal opportunity employer. All internal candidates will be contacted as to the status of their applications.  
All external applicants will only be contacted if short-listed for an interview.*