



Ward Street Place

January 21, 2026

Job Posting #: 01-2026-WSP

## EXTERNAL AND INTERNAL JOB POSTING

### **Position: Residential Transition Support Worker**

**Location: Ward Street Place, Nelson BC**

**Classification: Permanent Part Time (28 hours per week)**

*Benefitted position after successful completion of the probation period*

Nelson CARES Society (NCARES) is a not-for-profit organization that provides programs and initiatives in advocacy, housing, employment, support services, and environmental stewardship.

**Position Summary:** The Residential Transition Support Worker will facilitate the movement of Stepping Stones Emergency Shelter persons-served along the housing continuum and act as a bridge to more stable housing and support services. Support services include employment and life skills programs, medical services, addictions treatment or mental health services. Individualized personal service plans will be developed with the individuals. They will carry a caseload and will work closely with the Stepping Stones Gateway Services Worker and NCARES property managers to locate and secure housing resources in the community.

#### **Duties and Responsibilities:**

- Provide direct care and support, risk assessment, crisis intervention, and conflict resolution for individuals and/or families who have accessed Stepping Stones Emergency Shelter services and experience severe challenges in daily living as a result of being homeless.
- Develop personal service/case plans with approximately 5 new clients per month (60 annually) via walk-ins and outreach which will focus on assisting clients in locating and utilizing community resources. This will include support and/or links to access to food, housing, medical care, income assistance, social/recreational activities, employment opportunities and referral to external agencies such as Mental Health and Substance Use.
- A goal of 20 clients will be assisted to find and maintain long-term housing (longer than 24 months).
- Work with a minimum of 15 individuals annually to increase their income stability.
- Transition clients from Stepping Stones Emergency Shelter to the Transitional Accommodation Program units and establish an agreement of support and weekly visits to work on goals during the stated transition period.
- Accompany clients to rental interviews for tenancy; be a resource for landlords as issues arise to maintain tenancy and to assist clients to find suitable roommates, when possible/necessary; to maintain a list of affordable housing options within the community
- Participate in monthly meetings with other providers serving the homeless population in order to gather information about the local homelessness.

- Attend monthly Nelson Committee on Homelessness (NCOH) meetings. Participate in community meetings related to increasing available housing for homeless and at-risk individuals as well as to increase community awareness around local homelessness.
- Support, develop and maintain positive working relationships with all agencies and service sectors that provide services for those living in poverty.
- Maintain complete and accurate current records (HERIN) of outreach activity, documents client perceptions and activities per case plan. Report Quarterly to the Housing and Executive Director with stats related to NCOH funding.
- Work in conjunction with Mental Health and Addictions outreach staff, case managers and other relevant community workers.

**Job Skills and Abilities:**

- Ability to show sound knowledge of community resources and a willingness to work with a culturally and gender diverse population.
- Strong goal/task, advocacy, and problem-solving skills; ability to establish good rapport with clients
- Demonstrated ability to provide support, teach basic life skills, develop personal support plans including goals and objectives.
- Demonstrated ability to work under pressure, to work independently with minimal direction, to take initiative, to organize, prioritize and meet deadlines
- Demonstrated ability to establish/maintain satisfactory work relationships with the public, coworkers, and staff from other organizations
- Ability to use intervention processes that are sensitive to age, income, gender, racial and ethnic cultural issues and disabilities
- Ability to communicate effectively verbally and in writing.
- Ability to keep records and use electronic and paper filing system.

**Education, Training, Experience:**

- Post-secondary certification in Social Work, Counselling, or a related field is required.
- A working knowledge of community-based services for people dealing with poverty and/or homelessness is required. Clinical experience will be seen as an asset.

**Compensation : \$27.55/hour (JES Wage Grid Level 11)**

**Start Date : As soon as possible**

**Hours Per Week : 28 hours per week (*days and hours of work to be agreed upon with Manager*)**

**Application Deadline : 4 pm on February 2, 2026 or open until filled**

**Please e-mail a cover letter and current resume with e-mail addresses of three references to:**

**Housing Director**

Email: [housingdirector@nelsoncares.ca](mailto:housingdirector@nelsoncares.ca)

(Please quote position and job posting number on subject line)

*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.*