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**WHISTLER COMMUNITY SERVICES SOCIETY**  
**Extreme Weather Center Support Worker - Evening**

**WCSS MISSION STATEMENT:** To support and advocate for a healthy community

**WCSS VALUE:** Advocacy, Respect, Collaboration, Inclusion, Trust

**JOB STATUS:** Casual, on-call

**Rate of pay:** \$23/hour

**REPORTS TO:** WCSS Outreach Program Manager

**HOURS/WEEK:** Subject to change based on activation of Center

Hours of Operation for Extreme Weather Centre: 7pm-9am

Evening Shift: 5pm-11:30pm (6.5 hours)

Overnight Shift: 11pm-9am (10 hours)

Security: 11pm-9am (10 hours)

**SPECIAL REQUIREMENTS:** Vulnerable Sector Check Completed Upon Initial Hiring Process, First Aid and CPR certificate

**TRAINING REQUIRED:**

- Completion of WCSS Peer Educator program or equivalent experience
- Completion of Food Safe Certificate or willingness to acquire one

**OVERVIEW:**

- As an Extreme Weather Center Support Worker, you will support in the operations of the Extreme Weather Center in Whistler which provides community members with safe temporary housing at no cost for those at risk of homelessness in cases of adverse weather which causes unsafe conditions. Adverse weather includes a combination of seasonally unusual temperature, wind chill, snow fall, rainfall, wind, air quality advisories.
- You will use your own emotional intelligence to connect with and provide confidential support to individuals of all ages and families from diverse backgrounds accessing the center.
- You will closely collaborate with the WCSS Outreach Team and other application personnel with various tasks including intake and greeting community members upon arriving to the center, operation tasks and supervision of all guests





- You will be flexible to be scheduled for daytime and evening shifts with short notice

#### **DUTIES AND RESPONSIBILITIES:**

- Set up, take down, and storage of mats, blankets, sleeping bags
- Welcome guests upon arrival
- Refer all clients to appropriate community services and programs where needed
- Interacting with guests in a meaningful, trauma and culturally informed manor
- Provide advocacy for clients and support for clients around harm reduction
- Offer any food items needed to guests
- Crisis intervention and de-escalating potential violent or unsafe situations
- Calling emergency services and providing First Aid and administering Naloxone as needed
- Minor cleaning and maintaining tidiness of space including lifting up to 50 lbs and standing for long periods of time
- Ensure all guests are adhering to applicable COVID-19 protocols and safety plan
- Ensure checklist is complete prior to opening
- Check that all supplies based on checklist are stocked and contact WCSS if supplies need replenishing
- Continued communication with WCSS Outreach team to support collaborative care
- Check in with next scheduled Center staff and provide them with any important and relevant information while maintaining confidentiality of all guests
- Ensure printed signs are visible with information such as center operation hours, quiet time expectations, commitment to antiracism behavior, crisis contacts

#### **YOUR EXPERIENCE CAN INCLUDE:**

- Experience in a weather center or overnight center setting
- Lived experience in homelessness or being at risk of homelessness and an understanding of the associated challenges
- Mental Health First Aid, Safe Talk & Assist Training and Cultural Competency are an asset
- Completion of a college or university program in social work, psychology or other social service would be considered an asset
- A flexible, self-motivated team player with resiliency and adaptability
- Has knowledge or willing to gain knowledge on community mental health resources and how to make appropriate referrals





- Commitment to anti-racism and anti-oppression training

**PERSONAL ATTRIBUTES AND KEY SKILLS:**

- Flexible and adaptable. This is a fast-changing work environment
- Strong organizational and administrative skills
- Effective time and task management skills
- Sound self-care strategies with professional boundaries
- Excellent interpersonal and communication skills
- High attention to detail
  
- Possess social and cultural awareness and sensitivity
- Allyship to marginalized communities and committed to anti-racism framework

