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**WHISTLER COMMUNITY SERVICES SOCIETY**  
**Extreme Weather Response Shelter Support Worker**

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

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

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

**REPORTS TO:** WCSS Outreach Program Manager

**HOURS/WEEK:** Subject to change based on activation of Shelter but regular schedule will be:

- shift #1: 5:30pm-11:30pm (involving set up of shelter and interaction with guests and supervision)
- shift #2: 11pm-9am (involving awake overnight supervision)

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

**OVERVIEW:**

- As an Extreme Weather Response Shelter Support Worker, you will support in the operations of the Extreme Weather Shelter in Whistler which provides community members with safe temporary housing at no cost for those at risk of homelessness in cases of adverse weather such as 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 from diverse backgrounds accessing the shelter.
- You will closely collaborate with the WCSS Outreach Team and others with various tasks including intake and greeting community members upon arriving to the shelter, operation tasks and supervision of all guests.
- You will be flexible to be scheduled for evening and overnight shifts as outlined above 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 and compassionate way





- 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 as needed
- Minor cleaning and maintaining tidiness of space
- 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
- Check in with next scheduled Shelter staff and provide them with any important and relevant information
- Ensure printed signs are visible with information such as shelter operation hours, quiet time expectations, commitment to anti-racism behavior, crisis contacts

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

- Completion of a college or university program in social work, psychology or other social service would be considered an asset
- Experience in shelter or overnight supervision
- Mental Health First Aid, Safe Talk & Assist Training and Cultural Competency are 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

