

Employment Status

Full Time Permanent

We provide housing and a range of support services to adults with low or no income who have few, if any, housing or support options. Because the people we serve have challenges meeting basic needs and goals, we place minimal barriers between them and our services. For more information about Lookout, please visit

www.lookoutsociety.ca

Location

Campbell River Homewood

Days and Hours of work

Tuesday through Saturday

Shift times will be 08:00 - 16:00 Hours

Shifts are 7.5 hours in length

Days of rest shall be consecutive. Schedule may change with two weeks' notice

Probationary/qualifying period will be 488 hours with mid and end point reviews

Night premium will be given to staff that work 50% or more of their shift between 0:00-08:00 Hours

Salary

\$27.92 - 29.60 depending upon applicants' length of seniority (as per the Collective Agreement)

Job Summary

The Shelter Resource Worker (SRW) reports to the Site Manager and works in accordance with the mission and philosophy of Lookout Housing and Health Society, including following Lookout's Code of Ethics. SRWs are direct service staff working within a 24-hour, 7-days-a-week emergency shelter for homeless adults who struggle with a variety of issues such as homelessness, addictions, and mental health. The SRW provides intakes, orientations, and support for guests entering the shelter. The SRW will connect with public service agencies relevant to the needs of the shelter guests.

Job Duties

- Provide support, supervision, and assistance to homeless adults who may be facing multiple barriers
- Accept referrals, and identify and share information with a variety of Lookout's external resources
- Refer guests to a variety of community services
- Interview and provide basic necessities; ensuring a safe and supportive environment for all
- Complete required records and maintain statistical data
- Support others in the shelter who are in need of assistance
- Provide assistance for new staff
- Job duties are complex and may have a few disagreeable factor
- Employees are expected to remain alert and attentive during working hours. Sleeping during shifts is not permitted
- Responsible for complying with and contributing to all aspects of health and safety program

Qualifications & Competence

- Related Certificate; or minimum Grade 12 education, plus two (2) years of recent related experience; or equivalent combination of education, training, and experience
- Familiarity with community resources; such as addiction, mental health, income assistance and harm reduction
- Must have current Occupational First Aid Level 1 Certificate
- Crisis Intervention Skills (CPI), Naloxone and Trauma Inform Practice training is an asset
- Ability to work independently or in a team setting
- Strong ability to manage stress and organize workload
- Excellent communication, writing, documentation, and organizational skills
- Understands and maintains clientele/worker boundaries
- Ability to work with disadvantaged and challenging adults in a diverse environment
- Strong physical and mental ability to perform work tasks and operate job related equipment
- A minimum of two (2) years of sobriety if you have had concerns related to alcohol and/or drug use
- Criminal Record Clearance – Vulnerable Sector required

Closing Date

Applications will be accepted until October 16, 2025 at 5:00pm

TO APPLY: Submit a cover letter and resume to: <https://careers.lookoutsociety.ca/job-invite/2833/>

****Employees of Lookout Housing and Health Society must apply online via the Internal Career Portal on SAP. ****

“All employees, including laid off and displaced employees, are entitled to apply on the vacancy and be considered pursuant to the provisions of Article 12.9.” Internal applicants must apply through "Career Opportunities" on SAP. External applicants will be reviewed after Internal.

ALL QUALIFIED APPLICANTS WELCOME TO APPLY. THOSE SHORT-LISTED WILL BE CONTACTED.

c. BCGEU, Shop Steward

Lookout Housing and Health Society is committed to empowering people from different races, gender, age, religion, identities and unique experiences. We welcome everyone from diverse backgrounds and encourage them to apply in order to foster an inclusive environment.