



## SUPPORT WORKER

**Culturally Supportive House:** This culturally-supportive housing program was developed by the Aboriginal Coalition to End Homelessness (ACEH) in partnership and with funding from BC Housing. The House was designed for 12 Indigenous peoples experiencing homelessness who are seeking a safe space to self-isolate with 24/7 supports. The house provides cultural programming, meals, and a Managed Alcohol Program.

**JOB SUMMARY:** Reporting to the Housing Manager, this position will support the House family members and work with the team to develop a warm, welcoming, and culturally-safe environment with a sense of family and community. This Support Worker will be required to work within a fast-paced, often changing and sometimes stressful environment. There will be instances when the Support Worker will be required to work with people in crisis situations. Flexibility is key. The ability to function independently under pressure, while managing situations, including emergency situations, is an ongoing expectation. A thorough understanding of personal self-care and self-management will be necessary, and applicants need to pre-assess their ability to work 8-12-hour shifts under these circumstances.

### KEY RESPONSIBILITIES

- Provide one-on-one support to the family members including regular check-ins
- Maintain the safety and security of the building
- Maintain cleanliness and sanitation of surfaces following guidelines and protocols in response to COVID-19
- Serve meals and refreshments
- Support the family members to participate in the cultural programming
- Encourage guidelines for living communally
- Facilitate positive relationships between family members and staff
- Maintain respectful, effective, open, and honest communication with the family members, co-workers, and Housing Manager
- Provide group support and support for cultural-activities when required
- Provide conflict resolution between family members when required
- Respond to emergencies; communicate with appropriate staff and First Responders
- Actively participate in all mandatory staff meetings and training sessions
- Able to meet the physical demands of the position
- Perform other related duties as requested

### REQUIRED QUALIFICATIONS

**Required** consent to the Ministry of Public Safety and Solicitor General Criminal Record Check prior to commencement of employment

**Required** valid First Aid certificate and Naloxone Overdose Training

**Preferred** Non-Violent Crisis Intervention certificate

**Preferred** Food Safe Certificate

**Experience** (preferably one-year related experience):

- Preferred experience working with Indigenous peoples and an awareness of the impacts of colonization
- Required experience or personal insights into working cooperatively and non-judgmentally with people with disabilities, lived experience, addictions, etc.
- Experience working with non-profit organizations, family support, social services, and preferably Indigenous support services and programs.

**Education** preferred relevant Indigenous post-secondary education and/or training in combination with a minimum of one year's related experience. Education and credentials will be valued only as much as work experience.

### **Skills and Abilities**

- Excellent ability to deal professionally, effectively and non-judgmentally with people with lived experience
- Excellent verbal communication skills
- Excellent organizational skills
- Computer literate and able to use Microsoft Word
- Ability to work both independently, take initiative, delegate tasks and also work collaboratively as part of a team
- Positive, encouraging, flexible, and reliable
- Must be able to meet the physical requirements of the position
- Progressive understanding of mental health challenges, chronic alcoholism, substance use, and addictions, and the resulting impacts to overall health, wellbeing, and quality of life
- In depth knowledge of the intergenerational trauma that occurs as a result of colonization and the residue of the *Indian Act*, Residential Schools, Sixties Scoop, and other oppressive systems and structures

**Rate of Pay: \$22 per hour.**

Preference will be given to qualified candidates with Indigenous ancestry.

There are part-time on-call/relief positions available with possibility to move to full-time. Applications will be received until positions are filled. Only qualified candidates will be shortlisted and interviewed.

### **ADDITIONAL INFORMATION**

**HOUSE TEAM:** House Manager, Support Worker, Cultural Programming Coordinator, Community Garden and Kitchen Coordinator, Director of Operations, Program Development & HR, and Executive Director.

**WHO WE ARE:** The ACEH has a vision to lead long-term, systemic change to better meet the needs of our people living away from home and experiencing homelessness. Our work is centered on the voices of Indigenous peoples who have shared their immediate needs, lived experiences, and perspectives on solutions. Through research and experience, we have learned that a culturally-supportive model of care is key, and strategies that include cultural supports provide better outcomes in terms of transitioning and sustaining housing for Indigenous people experiencing homelessness. Our goal is to build a culturally safe community

and provide opportunities for reconnection to family and ancestral lands, culture, and tradition, to strengthen Indigenous identity and purpose.