



Feeding hope. Changing lives.

Support Worker, Sanctuary Job Description

Department: Programs
Branch: Women & Families Centre
Location: 361 Heatley Avenue, Vancouver
Reports to: Shift Supervisor

Job Summary:

This position will be responsible to assist the Shift Supervisor in the care of women, with or without babies, who enter the Sanctuary Stabilization Program by ensuring they have a safe and clean place to find direction and assistance. The job will include assisting with referrals; appointments; program activities, including assistance with daily routines; material needs as requested by the residents, and other tasks the residents need help accomplishing. In addition, this position involves ministering to these women by forming relationships, encouraging residents in their faith, and modeling Christ-like behaviour. The job will include shift work, including on weekends, evenings, overnights, and statutory holidays.

Main Duties and Responsibilities:

- Model Christ in word and deed.
- Assist the Shift Supervisor, Sanctuary Program Team, and Counsellor by:
 - Supporting the residents through referral information, the acquisition of material needs and services in the community, and engaging with the residents in their daily routines.
 - Helping to organize and participating in program activities, and offering ideas and resources when appropriate.
 - Providing care for babies as appropriate when asked by the residents, including holding, feeding, and changing.
 - Maintaining the database and accurate digital records and manuals using the computer.
 - Maintaining the work space in a clean and presentable condition, monitoring the areas in and around UGM, and ensuring that equipment is functioning properly.
- Build rapport with the residents by fostering a climate of grace and forgiveness.
- Take an active role in proactively and re-actively defusing and deescalating aggressive situations.
- Be knowledgeable of all the material documented in the Sanctuary Stabilization Program handbook, as well as related documentation, and apply it consistently.
- Monitor sobriety of the residents and visitors, and report to the supervisor.
- Participate in staff meetings, training and spiritual development opportunities, and perform other duties as required by your supervisor.
- Adhere to all UGM published policies, practices and procedures, including Occupational Health and Safety.

Knowledge, Skills and Abilities:

- Agreement with UGM's Mission Statement (see www.ugm.ca) and Statement of Faith.
- Personal knowledge and experience of the saving work of Jesus Christ.
- Maintain a high level of confidentiality within the organization and its clientele.
- Related work or volunteer experience is preferred.
- Valid Class 5 drivers' license.
- Food Safe Certificate is preferred.
- At least 20 hours of training in one or more of these subjects: counselling; crisis and conflict resolution; psychosocial intervention for substance use disorders; and trauma-informed practice.

- Good interpersonal skills.
- Good English skills (Verbal, Writing and Reading)
- Basic computer skills (Outlook, Word, Excel).
- Ability to work as part of a team under the direction of a supervisor.
- Willing to complete UGM's Non-Violent Crisis Intervention course and all other mandatory training.
- Knowledge of motivational interviewing and stages of change is preferred.
- Technical Competency—Trauma-Informed Care (Level 1): Help identify negative events that have impacted the client's functioning, and develop interventions that emphasize safety, choice, and personal control.

Behavioural Competencies:

- **Adaptability/Flexibility (Level 2)**
Adjust approach to meet needs of changing conditions, situations, and people to work effectively in difficult or ambiguous situations.
- **Christ-likeness (Level 1)**
Demonstrate the love of Christ in word and deed by living out the values of the Gospel.
- **Continuous Learning (Level 1)**
Identify and pursue opportunities to enhance professional performance and development in effective program delivery and excellent service.
- **Diversity and Cultural Responsiveness (Level 1)**
Provide respectful, equitable, and effective services to diverse populations by affirming the value, worth, and dignity of all.
- **Effective Communication (Level 1)**
Provide verbal and written communication that builds trust, respect, and credibility, and includes active listening skills and non-verbal communication.
- **Self-Care (Level 2)**
Deliberately and continuously apply professional and personal self-care to sustain optimal productivity and maintain physical, mental, spiritual, and emotional health.
- **Teamwork and Cooperation (Level 2)**
Work collaboratively and productively across the organization to achieve common goals, while demonstrating respect, cooperation, collaboration, and consensus-building.

Working Conditions:

- **Work Location**
Work is generally performed indoors, with up to 65% of the time spent outdoors in all types of weather.
- **Physical Requirements**
Work fluctuates between sedentary and active, but may require standing, walking or reaching for up to 90% of the time. Employee is required to look at a computer screen and use a keyboard for up to 30% of the time. Must be able to lift up to 35lbs occasionally.
- **Work Conditions**
Working environment is generally favorable. Lighting and temperature are adequate. Work is performed amid normal conditions of dust, odors, fumes, and noises. Frequent environmental exposures to cold, heat, and water. This position is required to work in an environment often dealing with clients in crisis situations brought about by diverse problems. The ability to function independently and frequently under pressure, while managing multiple concurrent tasks including emergency situations is an ongoing expectation of this position.
- **Hours of Work**
This position will be a part of a team within a 24-hour facility, covering day, afternoon/evening, and overnight shifts. Weekend work and statutory holiday work will be required. Some work on scheduled days off may be required. Moderate overtime may be required.
- **Hazards**
Job requires frequent interaction with the public some of whom may be upset, abusive, and/or violent. Job requires working frequently with people in unhealthy conditions and may include exposure to bodily fluids, lice and bedbugs. Employee is required to hear information about clients'

lives which may be troubling or upsetting, and may cause emotional issues including vicarious trauma.

- **Other**

Due to the nature of the job, and our commitment to a safe environment, the candidate is subject to a criminal record check and must submit a current Driver's Abstract.

The above statements are intended to describe the general nature and level of work performed by people assigned to this position. They are not intended to be construed as an exhaustive list of all responsibilities duties and skills required of personnel so classified.

Employee's Signature: _____

Name: _____ **Date:** _____

Supervisor's Signature: _____

Name: _____ **Date:** _____