Posting: 2026 #523
Date: October 30, 2026

COMMUNITY BUILDERS

POSTING (BCGEU)

JOB TITLE: Resident Support Worker
STATUS: Permanent Part -Time
AREA OF WORK: Metson Rooms, 1060 Howe Street, Vancouver
DAYS OF WORK: Saturday – Sunday
HOURS OF WORK: 12 am – 8 am
Grid Level: $25.95/ hour

Job Summary

Working in and from the work site, the **Resident Support Worker** provides assistance and support to residents in their living environment while encouraging independence, self-responsibility, and healthy lifestyle choices. Participates in activities to contribute to the upkeep and maintenance of building standards.

Functions & Responsibilities

Under the direction of the Site Manager, it is the **Resident Support Worker's r**esponsibility to:

1. Assist with resident support by identifying potential problems and reporting any difficulties to the Building Coordinator and Management.
2. Recognizes, analyzes and deals with potential emergency situations such as clients' aggressive behavior to ensure no harm comes to the resident and/or the public.
3. Observes residents and identifies and assesses potential emergency situations and develops short-term strategies to deal with such situations including de-escalating challenging behaviors.
4. Provides supportive feedback and behavior management to residents, their families, and their personal networks, to assist with the development of physical, social, emotional, and life skills such as maintaining personal hygiene, housekeeping (garbage removal, laundry assistance, dishes, changing of linens, sweeping/mopping of floors, bathroom cleanliness etc.), meal planning and preparation, making and keeping appointments, and interpersonal skills.
5. Provides medication support, in accordance with established policy.
6. Provides meal programs or support in accordance with established policy.
7. Completes rounds after every 30 minutes of the building and grounds to maintain safety and security of the housing site, addressing issues if found.
8. Completes and maintains related records and documentation in the Community Builders database such as resident interactions, progress reports, and daily logs.
9. Ensures the maintenance, cleanliness, and safety of programs and residence by completing janitorial and maintenance tasks as directed.
10. Assists with monthly room checks if required.
11. Conducts wellness checks.
12. Performs other related duties as assigned.
13. Be informed of Harm Reduction policies and be available to support residents with safe use practices, including overdose response or first aid when required.

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14. Restock and clean the harm reduction room.
15. Maintain cleanliness in amenity and lobby areas.
16. Maintain and clean staff and shared bathrooms.
17. Required to work across all worksites as operationally needed.
18. Assists care aides and Home Support with resident rooms and personal care support when required.

Education, Training & Experience

1. A minimum of one (1) year post-secondary education.
2. One year of recent related work experience or an equivalent combination of education, training and experience
3. Certificates in Narcan Training, First Aid, and NVCI
4. Criminal record check

Skills & Abilities

- Ability to work in a harm reduction environment which includes an observed consumption area, as well as familiarization with the principles of harm reduction.
- Physical ability to carry out the duties of the position.
- Able to work independently with minimal supervision, exercise initiative and good judgment
- Ability to operate related equipment.
- Ability to communicate effectively, both verbally and in writing.
- Ability to organize and prioritize.
- Ability to observe and recognize changes in clients.
- Ability to establish and maintain rapport with clients, staff and management and collateral service providers.
- Home management skills.
- Ability to instruct.
- Ability to analyze and resolve problems.
- Conflict resolution and crisis intervention skills.
- Ability to assist with medication support and to follow established policies and procedures.
- Advocacy skills.
- Ability to work in a low barrier housing environment with sensitivity to population group housed.

Education, Training & Experience

- A minimum of one (1) year post-secondary education.
- One year of recent related work experience or an equivalent combination of education, training and experience
- Certificates in Narcan Training, First Aid, and NVCI
- Successful Criminal record check.

This position is open to all qualified individuals and requires membership in the Union. The successful applicant is not required to operate their vehicle to perform the position's duties.

APPLY BY: November 6, 2026, at 4 pm

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APPLY TO: hr@communitybuilders.ca