Posting: 2026 #527
Date: October 30, 2026

COMMUNITY BUILDERS

POSTING (BCGEU)

JOB TITLE: Shelter Support Worker
STATUS: Temporary Full-Time
AREA OF WORK: Granville Respite, 1025 Granville Street, Vancouver
DAYS OF WORK: Wednesday – Sunday
HOURS OF WORK: 4 pm – 12 am
GRID LEVEL: 10 - JJEP Wage Grid ($25.95 - $29.76 per hour)

Job Summary

The **Shelter Support Worker** provides support to shelter guests and the shelter site to maintain a safe, clean, welcoming space for homeless individuals needing temporary accommodation.

Functions & Responsibilities

Under the direction of the Site Manager, it is the **Shelter Support Worker's** responsibility to:

1. Be familiar with Community Builders' Policies and Procedures, as well as Emergency Protocols.
2. Complete and submit shift reports, noting any significant guest interactions while at work. Shift reports are to be written as per guidelines and submitted to the Community Builders database.
3. Monitor and check off guests seen on the roster to inform the 48-hour bed turnover policy.
4. Enforce shelter guidelines as set out by Community Builders.
5. Report any infractions of shelter policies to the Coordinator and Management for preparation of Incident Reports.
6. Respond to crises on time, including overdoses and medical emergencies. Utilizing the emergency services where appropriate. Be familiar with non-violent crisis intervention procedures to de-escalate conflict and aggressive behaviors of guests.
7. Maintain professionalism in your interactions with shelter guests as per policies.
8. Facilitate the serving of 3 meals a day within the shelter.
9. Perform regular rounds inside and outside of the shelter, including patio areas, washrooms, storage spaces, and any other CB buildings as required.
10. Help maintain shelter standards including recording any fire safety deficiencies, maintenance deficiencies, pest control issues, clutter, and health and safety hazards
11. Allow guests to access Harm Reduction supplies and restock as needed.
12. Facilitate entry to the shelter by outreach teams and medical organizations to help shelter guests access housing and medical help when needed.
13. Perform regular cleaning tasks to ensure the cleanliness of the shelter, including but not limited to:
    - Cleaning washrooms
    - Changing sheets on beds
    - Laundry
    - Emptying garbage
14. Performing perimeter checks and picking up any garbage

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15. Required to work across all worksites as operationally needed.
16. Further tasks list posted in the shelter

Education, Training & Experience:

1. A minimum of completed Gr. 12 education.
2. Six (6) months of recent related work experience or an equivalent combination of education, training, and experience
3. Certificates in Narcan Training, First Aid, and Non-Violent Crisis Intervention Training (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

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: October 22, 2026, at 4 pm

APPLY TO: hr@communitybuilders.ca