Posting: 2026 - #536
Date: Sept 02, 2026

COMMUNITY BUILDERS

POSTING (BCGEU)

JOB TITLE: Shelter Coordinator
STATUS: Temporary Full-Time
AREA OF WORK: Across all shelter sites
HOURS OF WORK: 8:00 am-4:00 pm
DAYS OF WORK: Monday-Friday
GRID LEVEL: 12 - JJEP Wage Grid ($30.95 - $35.52 per hour)

Job Summary

The **Shelter Support Coordinator** works under the supervision of the shelter manager to oversee the day-to-day operations and standards of the assigned Shelter site by ensuring that the necessary facilities and equipment are in place, program guidelines and policies are adhered to, and program standards and licensing requirements are met by performing duties such as ensuring shelter guests, maintenance and safety and compliance with CB, COV, and VFD standards.

Functions & Responsibilities

It is the **Shelter Support Coordinator's** responsibility to:

1. Responsible for the shelter resident intake process. Completion of intake documentation. Educating guests on shelter rules, and orientating guests on shelter layout. Notifying shelter managers when an intake/discharge occurs.
2. Assists the supervisor in providing orientation, training, work direction and guidance to shelter support workers when required. Reports building condition issues to management as well as adherence to policies and procedures by staff. Provide work direction to staff, such as extra cleaning tasks to maintain building standards if required and directed. Contacts Property Management for maintenance and/or Assistant Manager/Housing Manager/Operations Manager. Provide work direction and guidance to Shelter Support Workers on shift and document when daily duties are not completed, or issues arise. Report issues to management.
3. Participates in day-to-day shelter operations to ensure standards at the site meet Community Builders standards.
4. Assist with VATS.
5. Update HIFYS as required.
6. Order weekly shelter supplies.
7. Place weekly maintenance requests.
8. Place weekly pest control requests as needed.
9. Weekly bed list to be sent to Shelter Manager.
10. Ensure safety binders are up to date.
11. Inform the Shelter Manager of any issued incident reports. Report any inappropriate conduct by guests to management. All guest timeouts and bans are to be approved by the Shelter Manager.
12. Report positive/negative feedback from staff to Shelter Manager.
13. Maintains related records and statistics and produces reports as required.
14. Report any health and safety concerns to the Shelter Manager.
15. Be familiar with staff training manuals and policies.
16. Notify the Shelter manager of any operational concerns.
17. Liaises with community service providers and other professionals to coordinate service provision, facilitate referrals to the program and represent the organization or program in external events.

Education, Training & Experience

1. A minimum of one (1) year post-secondary education with a certificate in mental health & addictions and a minimum of one (1) year of experience in a similar setting with a mental health and addictions-related agency, with responsibility for front-line service delivery, crisis intervention, debriefing and support, conflict resolution and case planning or an equivalent combination of education, training and experience.
2. One (1) year experience working with people with mental illness or those at risk of homelessness and a demonstrated commitment to promoting empowerment and individual/group advocacy
3. Certificates in Narcan Training, First Aid, Grief Training, Trauma, and NVCI
4. Successful criminal record check.

Skills & Abilities

1. Ability to work in a harm reduction environment which includes an observed consumption area, as well as familiarization with the principles of harm reduction.
2. Physical ability to carry out the duties of the position.
3. Able to work independently with minimal supervision, exercise initiative and good judgment
4. Ability to operate related equipment.
5. Ability to communicate effectively, both verbally and in writing.
6. Ability to organize and prioritize.
7. Ability to observe and recognize changes in clients.
8. Ability to establish and maintain rapport with clients, staff and management and collateral service providers.
9. Home management skills.
10. Ability to instruct.
11. Ability to analyze and resolve problems.
12. Conflict resolution and crisis intervention skills.
13. Ability to assist with medication support and to follow established policies and procedures.
14. Advocacy skills.

APPLY BY: November 25, 2026, by 4 pm

APPLY TO: hr@communitybuilders.ca

SUCCESSFUL APPLICANT: _____

INITIALS: _____ **Date:** _____

This position is open to all qualified individuals and requires membership in the Union. The successful applicant is not required to operate their own vehicle for performing the duties of the position.