



Job Title:	Temporary Team Leader (TL)
Reports To:	Site Manager

The Greater Victoria Coalition to End Homelessness (the Coalition) is a non-profit society committed to ending homelessness in Greater Victoria. The Coalition was formed in 2008 and consists of more than 30 stakeholder organizations, including all levels of government.

The Coalition is a backbone organization dedicated to coordinating a system-wide response to homelessness. The Coalition establishes the vision and strategy, supports coordinated activities, establishes shared measurement indicators, builds public will, advances policy, educates community, and mobilizes funding. These activities support a region-wide, coordinated response to homelessness and ensure this collective effort maintains momentum and results.

Job Purpose

Reporting to the Site Manager, the role of the Team Leader has been developed to support the housing team and the individuals moving into temporary accommodation at the Travel Lodge Hotel as a response to COVID-19. The primary responsibilities will include supporting a dynamic team in a busy environment where the focus is walking alongside and supporting individuals with a myriad of barriers to housing stability. This role must have a keen understanding and appreciation of the varying needs of the people we serve.

Duties and Responsibilities

As Team Leader you will work with your management team to: plan and assign tasks, provide feedback to, and support the staff team while helping ensure client/tenant needs are met. This position ensures proper flow of communication between frontline staff and the management team, supports follow up with emergency services (such as police, ambulance, and emergency mental health) and others as required. As a Frontline Supervisor you will be responsible for the day to day support of the staff team.

We are looking for an individual that has a proven ability to respectfully supervise and support teams while effectively managing a myriad of tasks and decisions. The Team Leader must have a spirit of collaboration and a leadership style that supports individual success. They must also bring a strong understanding of the unique needs of people we serve.

Under the direction of the Site Manager:

- Create a safe, welcoming and calming environment for the individuals entering and living within the site. Stay observant of the environment and provide calming intervention as required to ensure the safety of everyone and policies are being respected.
- Maintain regular and appropriate communications with team members, the supervisory team and community partners as appropriate.
- Support and provide guidance to front line staff.
- Support with high profile tenant/client situations to resolve and help develop support and safety plans.
- Provide community members with information about onsite resources and health and safety protocols to minimize virus transmission and maintain over all health and safety.
- Maintains knowledge of laws and legislation which affect our inner city family; Mental Health, Physical Health, Ministry of Employment and Income Assistance, City bylaws, Human Rights and health orders during the COVID 19 Pandemic
- Identify individual risks within the site and work with them and other service providers, as consent allows, to help mitigate these risks-ie recommend relocation for individuals with high vulnerability to COVID 19 virus based on identified risk factors, barriers that make site living challenging for the individual etc.,
- Report all incidents, observations, and unsafe conditions through the proper channels.
- Ensures program delivery is consistent with the Coalition mission.
- Monitors the services provided by volunteers to community members, for consistency, quality of guidance, suitability of activities, caring, etc.
- Discusses problem situations and problem solve remedies, and participates directly in the provision for services to resolve difficult or sensitive issues or problems.
- Is aware of critical incident report procedures and follows all health and safety policies and procedures. Follows up with staff and clients/tenants when appropriate.
- Suggests referrals to other agencies and on site supports who may be better suited to serve specific individual needs
- Maintains open lines of communication between various community supports within the site
- Keep facility in a clean and tidy state at all times
- Connect community members to site and community resources
- Participates in ongoing education, including workshops and seminars to protect yourself and others during the pandemic, , First Aid, NVCI, Mental Illnesses and substance use, AIDS, Harm reduction, overdose response, treatment supports etc.
- Performs other related duties as required.

Qualifications

Education and Experience:

- Post secondary education in a related field preferred, i.e. human services, counseling, health or education and related experience.
- Minimum of 1 year supervisory experience.

- Experience working with the homeless is preferred.
- Experience working with First Nations, Metis or Inuit is preferred.

Skills and Abilities:

- Knowledge of: current pandemic response, social issues related to homelessness, mental illness and substances use is essential
- Knowledgeable of community resources
- Good interpersonal skills. Must display tact and diplomacy
- Ability to interact with people of all ages and cultural backgrounds
- Ability to problem solve and deal with conflict effectively
- Excellent written and oral communication skills to deal with a broad range of professionals
- Demonstrated ability to apply safe work procedures
- Non-Violent Crisis Intervention training and First Aid Certification
- Flexible and tolerant attitude to diverse cultures
- Ability to work independently
- Knowledge of PPE and emergency preparedness an asset
- Ability to communicate effectively with clients and co-workers both verbally and in writing
- Effective personal boundary setting skills with both clients and co-workers
- Multi-tasking skills

Working Conditions

- The sites will be staffed 24/7, evening and weekend work will be required.

Risk Assessment

The Coalition acknowledges its responsibility to safeguard the rights and safety of those it serves and those it employs.

This role has potential health risk due to the employees' risk of exposure to the COVID-19 virus during interactions with others if an outbreak should occur at the site, you are considered an essential service and this risk is assessed as high (during a potential outbreak). As such you are encouraged to monitor and work in such a way that you mitigate your exposure to health risk at all times. The Coalition will support you through training, protective equipment (PPE), hand washing and sanitizing supplies and access to information and resources to the best practice as provided to us by Vancouver Island Health Authority, the Province of BC and the Government of Canada, in order to help you to minimize the risk to your health.

Staff will also be supported and expected to remain home and self isolate, undergo virus testing as directed by the health authority, if they have been exposed to COVID-19 or show signs of COVID-19

symptoms including: a fever higher than 38 degrees Celsius, cough, sore throat, difficulty breathing. It is expected that staff will self-monitor to ensure that they avoid situations that place them at a high health and safety risk and will not be penalized for doing so.

The vulnerable nature of the people we serve dictates that we are at the highest level of Risk Assessment. All employees must submit to a criminal record check on hire, and on an ongoing basis, in order to be hired by, or to continue to work for, the Coalition.

Application

Interested candidates should submit a detailed resume to the attention of:

amcnulty-buell@victoriahomelessness.ca or adavis@victoriahomelessness.ca

The subject line must show *Temporary Housing Support Worker (HSW)* and your last name.

Only those selected for interviews will be contacted.

Approved By (Supervisor): _____	Date Approved: _____
Agreed by (employee): _____	Date Approved: _____