Heiltsuk Tribal Council

EXTERNAL JOB POSTING

Job Posting No. 031-2026

Shelter Support Worker

ABOUT THE OPPORTUNITY

We are currently accepting applications for full-time continuing roles (3 available), and casual workers.

This work requires the worker to be available for onsite rotational shift work for a 24/7 women's shelter operation – rotational shifts will include early-morning-day shifts, afternoon-evening shifts, and overnight shifts. Employees work 5 days on and 2 days off. Applicants are required to have stable housing in Bella Bella, as housing is not provided.

Shelter Support workers are trained to provide shelter, protection, and guidance, in a new shelter with six living units, and a common area and shared kitchen space. The role of the Shelter Support Worker is important in maintaining a healing-centered, safe, and welcoming environment rooted in the values of respect, reciprocity, and resilience. The Shelter Support Worker plays a key role in assisting residents with supports of daily living, by providing trauma-informed, culturally grounded, and respectful support to women and their children who access the Four Nations Women's Shelter.

Regular duties include intake support, crisis intervention, and emotional and practical care for residents. Other tasks include providing transfers for residents to and from appointments, working collaboratively with team members to coordinate and organize activities designed to support women's wellness, cultural and social support, life skills, and physical health, etc. Other duties include supporting the team with daily operations like general housekeeping duties to ensure common areas are clean and tidy, cleaning vacant rooms and preparing them for occupancy, laundry, and assisting with cooking light meals. Other related duties include general office support, documentation, records, and general reception and intake. This position of trust maintains all information in accordance with the *Personal Information Protection and Electronic Documents Act* and other applicable legislation.

ABOUT YOU

You have previous work experience in a wellness or social services setting, and you understand the ethical requirements related to protection of privacy. You demonstrate compassion for individuals served while also maintaining professional boundaries, and you build positive relationships with co-workers and residents. You are an initiative-taker, and safety conscious, and you can effectively use email, and you have good computer skills. You are looking for a long-term commitment. ***Your competencies include:***

- Ethics
- Privacy Protection
- Community Focused
- Communication
- Building Trust
- Interpersonal Ability

ABOUT YOUR QUALIFICATIONS

- Experience working in an outreach worker role, or other relevant experiences in a social services or other human services settings where the work focused on wellbeing
- Must be willing to train for skills, and training may include travel for training
- Strong communication, crisis intervention, and conflict resolution skills

- Commitment to anti-oppressive, trauma-informed, and culturally safe practices
- Demonstrated ability to maintain privacy, confidentiality, and manage sensitive information
- Able to work a flexible schedule and participate in rotational standby schedule for afterhours call outs
- Experience working in a team environment and supporting co-workers
- Confident working independently and cooperatively within a teamwork environment
- Current CPR and First Aid certification, or willing to take required training
- Criminal Record Check (including Vulnerable Sector) and ability to maintain.
- Class 5 Driver's License, and ability to maintain, may be required for transporting residents to appointments and pick up and deliver of supplies, in employer fleet vehicle.

The following are considered assets:

- Experience working in crisis response, women's shelters, or social service settings
- Trauma Training and understanding of vicarious trauma and effects.
- Conflict Resolution and deescalation training.

We recognize the value of diverse educational experiences including cultural, academic, work, and lived experience. We encourage those who closely match the qualifications listed to apply. ***Heiltsuk members and Indigenous applicants are encouraged to apply.***

ABOUT THE COMPENSATION

The hourly pay ranges from ***$24.00-$26.00*** per hour, pending education, skills, and experience. This employee will work a regular rotational schedule of 40 hours per week, and on occasion will work extra-regular hours and overtime hours, as approved by the manager. In addition to professional development opportunities, other benefits include a comprehensive group benefits package and pension matching, and time off awards (for full-time role). Casual workers are scheduled and called-in as needed (statutory entitlements only).

HOW TO APPLY

Please submit your application to:

Human Resources Recruitment
jobs@heiltsuk.ca

External Posting Closes: When filled. **Remuneration:** Rate offered to the successful incumbent is pending certification(s), skills, experiences, knowledge. ***Please identify in your email subject line that you are applying to "031-2026 Shelter Support Worker." And please identify if you are applying for full-time or casual work.***

We thank individuals for applying, but only those applicants selected for an interview will receive a reply.