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Posted: November 12, 2025

JOB POSTING

Community Shelter Worker – Casual

Castlegar Community Services Society invites applications to fill temporary Casual Community Shelter Worker (CSW) positions. The following will outline the details of this position.

Summary of the Duties and Responsibilities of the Position:

This position is responsible for carrying out the activities of our Out of the Cold Shelter Program. This includes completing paperwork for intakes/discharges, ensuring safety of clients and other staff, perimeter walks, assisting with client case planning, making referrals, and providing general housekeeping duties including food preparation and cleaning. The Community Shelter Worker, where possible, assists clients to achieve the greatest degree of independence and quality of life possible through supporting their physical, economic, vocational, recreational, social, emotional and daily life skills development.

Details of the Position:

Hours of Work:

1. This is a casual position, hours are not guaranteed and are available based on your availability, seniority system, and the needs of the shelter program.
2. The position entails working on-call to fill various shifts (Monday to Sunday, 7:30am-3:30pm, 8am-4pm, 3:30pm-11:30pm, 4pm-12am, 11:30pm-7:30pm, or 12am-8am) when needed. There will be no set shifts on schedule for this position.
3. This position requires working the occasional back-to-back shift due to staff coverage issues.
4. This position may require you to perform overtime in emergency situations.

Job Classification, Compensation, and Benefits:

1. This position's job classification is Community Support Worker, Grid Level 10, as per Collective Agreement.
2. Wage is set at \$25.95 per hour (Step 1).
3. Statutory benefits (CPP, EI, WorkSafe) are included. These positions may qualify for Extended Health Benefits or Municipal Pension Plan benefits, as per Collective Agreement.

Nature of the Job, Abilities and Certifications Required:

1. This position requires you to respond to critical incidents and administer lifesaving treatment, such as Naloxone, when necessary.
2. The position involves a fast-paced environment and requires varied emotional and mental effort to respond appropriately to intense situations, analyze information, problem-solve, and resolve conflicts.
3. The CSW must be able to establish and maintain positive working relationships and appropriate professional boundaries with other staff, volunteers, and residents.
4. Moderate amounts of walking, climbing, standing, sitting, lifting, and carrying may be required.
5. This position requires a valid First Aid Certificate, a Vulnerable Person's Check and Criminal Records Check
6. Full job duties, responsibilities, education, training and experience required, and specific job skills and abilities for this position are laid out in the attached job description.

Start Date: **As soon as possible**

Closing Date for Applications: **May 22, 2026**

Application Process: Send via email your letter of interest and updated resume by the closing date and time noted above to info@cdcsc.ca. Please put *CSW Casual Application* in the subject line.

<JOB DESCRIPTION FOLLOWS>

Castlegar Community Services Society

Job Title:	Community Shelter Worker
Date Created:	November 1, 2023
Last Updated:	May 1 st 2025
Job Classification:	Integrated Community Support Worker and Transition House Worker
Standard Wage Grid:	10
Hours per week	Casual, On-call
Job Summary:	<p>This position is responsible for carrying out the day-to-day activities of the Out of the Cold Shelter Program. This includes completing intakes/discharges, ensuring safety of clients and other staff, perimeter walks, assisting with client case planning, making referrals, and provide general housekeeping duties including food preparation and cleaning. The Community Shelter Worker assists clients to achieve the greatest degree of independence and quality of life possible through supporting their physical, economic, vocational, recreational, social, emotional and daily life skills development.</p>
Reports to:	Community Shelter Worker Team Lead, Shelter Manager
Key Duties and Responsibilities:	<ol style="list-style-type: none">1. Implement day-to-day activities of the Shelter Program while meeting health and safety requirements along with program and Agency policies and procedures.2. Complete client intakes and discharges and support residents with daily needs.3. Maintain the security of the Shelter by regularly monitoring security systems and regularly patrolling premises.4. Participate in assessment, goal setting and program planning such as Personal Service Plans for clients. Evaluate client needs and develop short term plans to meet such needs with the active participation of clients. Document and implement the plans.5. Assist clients to function more independently in the community by teaching and supporting daily life skills, social skills and/or behaviour management. Teach and assist clients with activities such as grooming, basic cooking, money management, shopping, and household safety.

6. Review and evaluate clients' progress and makes adjustments to their program plans, as required.
7. Facilitate physical, recreational, educational, social and vocational activities, where resources are available to do so.
8. Identify social, economic, recreational, physical, vocational and educational services in the community that will meet clients' needs; make client referrals to such services as appropriate.
9. Recognize, analyze and respond to potential emergency situations such as clients' aggressive behaviour to minimize potential harm to the clients and/or the public. Report situations to the supervisor.
10. Liaise and maintain positive communication with other agencies, professionals, government officials and the community.
11. Perform housekeeping, shelter laundry and cleaning duties of Shelter.
12. Prepare food, and organize and maintain food stations for residents, including assisting with mealtime to ensure the process runs smoothly.
13. Assist in the collection of maintenance of records and statistics.
14. Participate in staff meetings. Share information in a respectful, non-judgmental, and timely manner.
15. Provide input into the evaluation of the program.
16. Perform other duties as assigned.

Education: Diploma in a related human/social service field.

Training and Experience: One years' recent related experience or an equivalent combination of education, training, and experience. Experience with life skills teaching and coaching is an asset.

Job Skills & Abilities:

1. Knowledge and experience in understanding the needs and perspectives of vulnerable people.
2. An ability to apply an appropriate professional understanding, assessment, and interventions in response to the emotional, behavioural, and physical needs of clients.
3. Ability to communicate effectively with clients including listening skills, patience, good boundaries, and a willingness to be helpful.
4. An ability to understand and comply with required health and safety standards, regulations, policies and procedures.
5. Good written and oral communication skills; proven report writing and documentation skills.
6. Excellent organizational, time management, problem solving, and conflict resolution skills.
7. Proven experience in promoting and maintaining client rights.
8. Exercise good judgement and discretion in dealing with confidential information.
9. Proven ability to work collaboratively and constructively with other team members.