



Tk'emlúps te Secwépemc

(Kamloops Indian Band)

JOB POSTING

Tk'emlúps te Secwépemc (TteS) is a fast-growing vibrant organization committed to the development and progress of its Band Members and Community. As such, the TteS invites applications from qualified, highly motivated and dynamic individuals to fill the following position.

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| POSITION TITLE: | Women's Shelter Outreach Worker |
| DEPARTMENT: | Community Services |
| SUPERVISOR: | Shelter Manager |
| TERMS: | Part-time, Permanent (Saturday & Sunday; 12:00AM – 8:00AM) |
| REFERENCE #: | 2026-040 |

Purpose of Position:

The Shelter Outreach Worker will provide safe, emergency accommodation, support, agency support, and information for women and children, escaping relationship violence. The Shelter Outreach Worker is part of a supportive, emergency case management/shelter team working in cooperation with the Manager. Job duties and responsibilities center on responding to the needs of women and their children seeking or receiving safe shelter; ensuring protection of the confidentiality of the tenants; and ensuring the safe, orderly operation of the house while linking tenants with organizations that are part of their case management plan.

The purpose of this position is to assist TteS Women's Shelter tenants (including LGBTQ2+, women, children, families, and tenants) create a safe, healthy, and caring environment free of neglect, abuse, and exploitation in community. This position is responsible for providing consultative social work services of a general nature to clients and families to enhance the lives of the TteS members within the shelter and community. Shelter Outreach Worker's will provide crucial support and connections within and outside the shelter environment focusing on engagement and relationship building, assessing needs, connecting to services, advocacy, crisis intervention, follow-up and aftercare, cultural sensitivity and inclusion.

Duties and Responsibilities:

Some of the key responsibilities include:

- assessment of client risk and safety planning
- support to clients on an individual and/or group basis
- assists and supports clients to understand the issues of abuse and coaches towards personal goals
- promote public awareness of program and liaise with community service providers to coordinate service provision

Client Case Management:

- Manage an active caseload of clients, developing individualized care plans that address their unique needs.
- Create, implement, and regularly update care plans for each client, ensuring they receive appropriate services, including housing, counseling, legal aid, and childcare.

Crisis Intervention and Conflict Resolution:

- Respond swiftly and effectively to crisis situations involving tenants, providing both immediate support and long-term solutions.
- Successfully resolve crisis situations on-site without requiring external escalation, documenting all incidents for follow-up.

Collaboration and Coordination:

- Work with counselors, healthcare providers, and other professionals to coordinate comprehensive wrap-around services for clients.
- Organize regular case management meetings and facilitate cross-functional collaboration to address client issues, with updates on client progress.

Cultural Sensitivity and Inclusivity:

- Ensure services are delivered in a culturally appropriate manner, incorporating Indigenous knowledge and practices.
- Facilitate cultural programming (e.g., healing circles, teachings from elders) in the shelter, with at least one cultural activity per month.

Client Confidentiality and Safety:

- Maintain strict confidentiality regarding all client information, ensuring privacy standards are upheld.

Record Keeping and Documentation:

- Maintain accurate and timely documentation of all client interactions, case notes, incident reports, and service delivery.
- Submit updated case files within 24 hours of client interactions and ensure all documentation is audit-ready.

Training and Development:

- Continuously improve skills and knowledge through participation in professional development and training.
- Complete at least four professional development sessions per year, focusing on areas like trauma-informed care, cultural sensitivity, and crisis intervention.

Community Outreach and Advocacy:

- Engage with external stakeholders such as community organizations, First Nations groups, and service providers to build strong partnerships.
- Establish and maintain collaborative relationships with external organizations to support clients' long-term recovery and independence.

Service Delivery and Client Feedback:

- Ensure clients receive timely and appropriate support, continuously improving service quality based on client feedback.
- Conduct quarterly client satisfaction surveys and implement at least two client-driven improvements to service delivery each year.

Safety and Security Protocols:

- Ensure compliance with all safety procedures within the shelter environment, maintaining a secure space for all.
- Conduct monthly safety audits and implement corrective measures to address any safety risks.

Client Assessment, Service Provision, Liaison with External Agencies

- Clients needs assessment, referral and access to services, education and information sharing, child protection collaboration, safe place facilitation, court and legal support, family case management cultural and community

integration, documentation and reporting, confidentiality and ethics, agency collaboration, committee and conference participation, documentation and external organizations, community engagement, program support.

Assist in the shelter's kitchen operations and support pantry management, including organizing supplies, groceries, and maintaining inventory for daily meal services. meal preparation, cooking, and ensuring food safety standards are met.

Professional Certification, Education and Experience:

- Bachelor's Degree (BSW, BSN), Human Services Diploma, Community Services Diploma, or related field, with 2 years' experience
- First Aid/CPR certification, trauma-informed care training, crisis intervention training, Indigenous/culturally sensitive training, Naloxone training an asset
- Experience working with vulnerable populations (experience in crises, shelters, experience supporting applicable demographics such as women and children, experience collaborating with social services).
- Knowledge of relevant legislation and policies (empathy, compassion, effective communication, cultural sensitivity, and awareness).

Financial Responsibility:

This position has limited overall financial responsibility however may include the following (for tenants and day-to-day operations): resource allocation for client support, budget adherence, expense tracking and reporting, disbursement of client funds, handling client stipends, tracking in-kind donations, ensuring ethical and effective use of shelter resources, and coordination with managers/financial teams—minor financial tasks related to operational expenses and client support.

Supervision or Training Duties:

This position does not directly train or supervise staff.

Skills and Abilities:

Relevant skills, experience, and attributes required to effectively support populations in a shelter environment.

- Crisis management and problem-solving skills (crisis intervention, de-escalation, sound judgment).
- Organizational and time management skills (case management, record keeping, multitasking).
- Flexibility, Availability (shift work and on-call availability), ethical and professional conduct (adhering to shelter policies, ethical standards, confidentiality, and privacy), knowledge of community resources and networks (awareness of local support services, networking with external agencies), physical and emotional resilience
- Knowledge of community resources and supportive services, strong communication and interpersonal skills, cultural sensitivity and Indigenous knowledge/training, record keeping, organizational skills, conflict resolution, teamwork and collaboration
- Good communication skills.
- Ability to evaluate and monitor client progress.
- Ability to develop and maintain detailed, current, confidential client files.
- Strong organizational and planning skills.
- Strong problem-solving techniques.
- Ability to take initiative.
- Strong tact and diplomacy.
- Must have strong teamwork and cooperation, service orientation and problem solving and judgement skills.
- Ability to work in multicultural settings.

Special Requirements:

Must have a current valid Class 5 Driver's License and a reliable vehicle.

Must pass a Child Care Criminal Record Check.

FoodSafe Certification or willingness to complete FoodSafe Certification

HOURS OF WORK: Saturday & Sunday 12:00AM – 8:00AM.

PAY GRADE: Starting at \$25.98 - \$30.06 per hour depending on qualifications.

Tk'emlúps te Secwépemc thanks all applicants for their interest, however, only those selected for an interview will be contacted.

In accordance with Section 16(1) of the *Canadian Human Rights Act* and pursuant to Section 42 of the BC Human Rights code, it is TteS Policy to practice preferential hiring for Aboriginal peoples. Candidates who wish to qualify for preferential consideration must self-identify.

Deadline for the Job posting is March 30th, 2026 by 2:00pm

**Submit Job Application Form, cover letter, resume, and references
online: <https://tkemlups.ca/employment/>
or at our Human Resources office #200 – 330 Chief Alex Thomas Way.
Office Hours are Monday to Friday 8:00 am to 4:00 pm &
closed for lunch from 12:00 pm to 1:00 pm**

**We require each applicant to fill out
an online application form which can be found at: <https://tkemlups.ca/employment/>**

Any late submissions or submissions without the job application form will not be considered.