



Nanaimo Family Life Association EST. 1967

*Healthy individual and family relationships
are the heart of a strong and resilient community.*

1070 Townsite Road, Nanaimo, BC V9S 1M6 📞 T: (250) 754-3331 📠 F: (250) 753-0268 🌐 www.nflabc.org

Job Title: Shelter Worker

Location: Nanaimo, British Columbia (In-Person)

Position Type: Seasonal (Oct 1 2026 to March 31 2027)

Salary Range: \$27.50 - \$29.50

Reports to: Shelter Coordinator / Director of Shelters and Guest Services

About NFLA

Nanaimo Family Life Association is a non-profit organization with a proud history of providing services that have touched individuals and families throughout all stages of life and across all backgrounds. Since 1967 we have been supporting resilience in all aspects of individual and community life.

Position Summary

The Shelter Worker at NFLA supports the overall operation of the shelter under the supervision of the Director of Shelters & Guest Services. This role is essential in providing direct assistance to shelter guests, including support, food services, security, advocacy, crisis intervention, information sharing, and referrals to appropriate external services.

Key Responsibilities

- **Guest Support**

- Receives and admits guests in the evening according to defined intake procedures such as collecting the basic data for BC Housing and going over shelter rules.
- Contributes to the communications log to ensure effective service delivery by documenting actions, observations, activities which may affect guests' accommodation and overall shelter operations.
- Assists with guests' personal needs e.g. hygiene, nutrition, medical, and/or emotional, as appropriate.
- Supports a harm reduction model by storing and securing alcohol, drug paraphernalia and weapons for guests when they check in.
- Communicates effectively with guests including using active listening and accepted problem-solving strategies.
- Monitors guests' activities and provides effective intervention in crisis situations.
- Works cooperatively and effectively with other staff, volunteers, & guests
- Prepares and serves meals as required.
- Follows accepted procedures, protocols, and adapts to changing conditions as they arise



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- **Facility maintenance**

- Cleans all areas as assigned on a regular basis, as defined in the Shelter Procedures Manual or as requested by the Lead Hand or Shelter Director.
- Reports any necessary housekeeping duties / maintenance to the Lead Hand or Shelter Director.
- Performs other duties as assigned by the Lead Hand, Director or Executive Director.

- **Volunteer/Donation Support**

- Helps volunteers, as required.
- Accepts donations in an appropriate manner.
- Maintains records whenever possible.

- **Health and Safety**

- Works in a healthy and safe manner.
- Take every reasonable precaution to ensure the safety and well-being of guests.
- Reports all health and safety concerns to the Lead Hand or Director/

Educational Qualifications

- Diploma in a related human / social service field and one (1) year recent related experience, or an equivalent combination of education, training, and experience.

Note: An equivalent combination of education and experience may be considered.

Knowledge, Skills & Abilities:

- Demonstrated ability to use sound judgment, perform job duties with minimal supervision and problem solve as required.
- Possesses strong communication skills specifically in conflict resolution and nonviolent crisis intervention.
- Demonstrated ability to establish and maintain effective working relationships with guests, staff, volunteers, and community agencies.
- Basic computer experience is required, and/or willingness to undertake basic training.

Additional Requirements

- Available to work 13-hr overnight 3-day rotations or 5-hr cook shifts (AM & PM).
- Willing and available to undertake regular training and attend staff meetings.
- Must successfully complete a Vulnerable Sector Criminal Record Check and sign a confidentiality agreement.
- This position involves a high degree of community engagement.



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How to Apply

Please send your resume and a detailed cover letter outlining your qualifications and interest in the role to e_gagnon@nflabc.org. In your cover letter, please include your experience working in the non-profit sector and how your skills align with the responsibilities of this position.

NFLA is committed to diversity, equity, and inclusion. We encourage individuals from diverse backgrounds, including Indigenous peoples, racialized persons, persons with disabilities, and members of the LGBTQIA2S+ community, to apply.