



**Job Title:** Program Support Worker (weekend, full-time)

**Job Summary:** Provide 24/7 support and assistance for residents of The Switchback

Cyrus Centre is a faith-based ministry of walking alongside youth with the mission of showing God's love with practical and relational care to youth and families in need.

The Switchback is a program of Cyrus Centre that provides supportive housing to vulnerable youth aged 16-24 who require wrap-around supports. The Switchback exists to develop a foundation for their future success while using aspects of housing first and harm reduction frameworks.

**Reports to:** Cyrus Centre Housing Manager

**Hours:** This job requires shift work covering a 32-hour (average) period and includes a schedule that rotates every two weeks as outlined below:

Monday – Thursday (2:00pm-10:00pm)

Monday – Thursday (10:00pm-6:00am)

(Includes statutory holidays)

**Compensation:** \$22.50 / hour (benefits offered after successful of 3-month probationary period)

**Key Duties and Responsibilities:**

- Provide 24/7 on site support for residents
- Support residents with their day-to-day tasks as needed
- Ensure the positive well-being of residents. This will include regular check-ins and wellness checks when necessary
- Recognize potential crisis situations and use appropriate intervention and resolution strategies to respond to incidents that may occur
- Monitor and control access to the building
- Promote inclusivity and develop creative ways to develop community culture within the residence
- Maintain the cleanliness of the building inside and out. Ensure that residents are aware of policies put into place
- Maintain necessary client information and program stats.
- Other duties as required.

**Skills and Abilities:**

- Strong verbal and written communication skills
- Interpersonal skills that allow you to work effectively with diverse individuals in a variety of capacities
- Knowledge of youth issues and youth services within Chilliwack
- Able to recognize and respond to potential challenges before they may occur
- The ability to function independently and under pressure

**Qualifications:** A certificate or diploma in a human service (or related) field or the equivalent experience. Previous work in a similar environment is preferred. Experience of direct program delivery to vulnerable youth with a demonstrated working knowledge of barriers for this population is beneficial. Additionally, Emergency First Aid and Non-Violent Crisis Intervention Training is an asset. This position requires the successful completion of a criminal record check.

To apply, please email your cover letter and resume to [amie@cyruscentre.com](mailto:amie@cyruscentre.com) referencing the job title. In addition, please read Cyrus Centre's mission, vision, and values to ensure you are in alignment with our organization's approach to serving others.