



## TSOW-TUN LE LUM SOCIETY

### HELPING HOUSE

Mailing Address: PO Box 308 Stn Main, Duncan, BC V9L 3X5

Phone: **250-390-3123** Fax: **250-390-3119**

(Building Address: 2850 Miller Rd, Duncan V9L 6V6)

[www.tsowtunlelum.org](http://www.tsowtunlelum.org)

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## Relative Support Facilitator

**Reports To:** Associate Executive Director and Executive Director

**Position Type:** Full-Time; **Wage:** 27.73/hour

**Schedule:** Evening Shift (4:00 PM – 12:00 AM), including weekends and statutory holidays as required

### Position Summary

The Relative Support Facilitator plays a key role in supporting relatives (clients) within a structured, culturally safe, and trauma-informed healing environment. This position is responsible for supporting evening programming, promoting participation in wellness activities, assisting with appointments and daily needs, and helping relatives (clients) achieve their personal wellness goals.

### Key Responsibilities

- Support and coordinate evening programming, appointments, recreational activities, and wellness initiatives for relatives (clients).
- Foster a safe, respectful, culturally safe, and trauma-informed environment.
- Provide support, guidance, encouragement, and advocacy to relatives (clients) throughout the evening shift.
- Monitor the well-being of relatives (clients) and respond appropriately to concerns, conflicts, crises, or wellness needs in accordance with organizational policies and procedures.
- Maintain accurate and timely documentation, including case notes, incident reports, and shift reports.
- Communicate relevant information effectively with team members and participate in shift handovers.
- Support transportation needs and accompany relatives (clients) to approved appointments or activities as required.
- Participate in team meetings, professional development opportunities, and mandatory training.
- Uphold confidentiality and maintain professional boundaries at all times.

### Required Qualifications

- Diploma or Certificate in Human Services, Social Work, Community Support, Indigenous Studies, or a related field, or an equivalent combination of education and experience.
- Minimum of two (2) years of experience working in a community-based, residential, therapeutic, healing, or support program environment.
- Valid Class 4 Driver's Licence.



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- Current CPR and First Aid Certification, or willingness to obtain upon hire.
- Successful Criminal Record Check with Vulnerable Sector Clearance.
- Strong understanding of trauma-informed practice, cultural safety, and client-centered care.
- Excellent communication, organizational, conflict-resolution, and interpersonal skills.
- Ability to work independently and collaboratively within a multidisciplinary team.
- Minimum of two (2) years of continuous sobriety from alcohol, illicit substances, recreational drugs, cannabis products, and social or occasional alcohol use.

### Preferred Qualifications

- Knowledge of Indigenous cultures, traditions, values, and wellness practices.
- Experience working within mental health, addictions recovery, supportive housing, harm reduction, or healing centre environments.
- Experience facilitating group activities, workshops, or wellness programming.
- Knowledge of Indigenous-led healing approaches and cultural programming.

### Working Conditions

- Evening shifts from 4:00 PM to 12:00 AM.
- Weekend, statutory holiday may be required.
- May require standing, walking, lifting, and accompanying relatives (clients) to activities, appointments, and community outings.
- Ability to respond effectively to crisis situations and support individuals with complex needs.

Submit a **Cover Letter** and **Resume** to:

**At: Hiring Committee,**

**Tsoow-Tun Le Lum Society**

**Email:** [antonina.skliarenko@ttlls.org](mailto:antonina.skliarenko@ttlls.org)

**PLEASE INCLUDE IN YOUR COVER LETTER:**

- the **length of time** you've been abstinent from alcohol (includes social drinking) and drugs, including marijuana and all cannabis products.
- your **Indigenous ancestry**.