

JOB POSTING #2026-258-04

INTERNAL/EXTERNAL

Montvue Shelter

Shelter Support Worker

Wage: \$29.50 per hour

On Call - Casual

Provide support to residents of the Montvue Shelter and to ensure a respectful, safe, clean, and supportive place.

Join the team at Archway

Come Help Us Help People

Abbotsford

On Site

Job Summary:

The Shelter Support Worker will provide support to residents of the Montvue Shelter, a 30-bed facility operating 7 days a week, 24 hours per day. This position will be responsible for providing a range of front-line support services to the clients and will work as part of a team whose mandate is to ensure the shelter is a respectful, secure, safe, clean and supportive place in which to reside, visit and work.

Your Role:

Archway's Shelter Support Worker with the Montvue Shelter Program contributes by:

- Developing and monitoring Service Plans which address the personalized goals of the residents.
- Supporting residents to maintain their individual spaces, including, but not limited to, directly assisting with de-cluttering and cleaning.
- Promoting positive and inclusive resident and staff relations.
- Upholding and promoting an atmosphere of dignity and respect in line with the philosophy and policies of Archway.
- Promoting a harm reduction approach to addiction, mental health, physical health, and well-being.

This position is a great fit for someone who is dynamic and self-motivated and who has empathy and compassion for individuals who are homeless or who are at risk of being homeless.

Our Offer

- Wage: \$29.50 per hour
- On call - Casual.
- Perks include:
 - Employee and Family Assistance Program.
 - Access to online wellness resources including newsletters, physical health videos, and wellness events.
 - Free use of Archway's wellness equipment.
 - Great in-house training opportunities.
 - Rewarding work in a positive and supportive environment.
 - Work/Life balance.

Getting an Interview – you will be considered if you have:

- Post-secondary education in a related field OR an equivalent combination of education, training and experience may be considered.
- Experience in an outreach capacity or within the community services field.
- Demonstrated experience in de-escalation and crises management.
- Experience working with people with substance abuse and homeless, vulnerable populations.
- Emergency First Aid and CPR/AED.

The Job Requires you to have:

- Ability to take direction and work with minimal supervision in consultation with others.
- Understanding of issues surrounding poverty, homelessness, substance abuse and mental health issues.
- Strong crisis de-escalation and dispute resolution skills.
- Flexible attitude: ability to adapt to changing situations and duties.
- Ability to exhibit personal maturity, sound judgment, self-motivation, empathy, and strong interpersonal skills.
- Strong verbal, written, and active listening communication skills; ability to communicate clearly and respectfully with people from diverse backgrounds, cultures, and varying levels of English.
- Ability to use Microsoft Office 365, including Word, Excel, Outlook, PowerPoint, and virtual meeting platforms such as Microsoft Teams and Zoom.
- Ability to navigate challenging conversations and sensitive topics.
- Ability to maintain discretion and work with a high level of privacy and confidentiality.
- Knowledge and ability to use various database programs.
- Understanding of Archway's policies and procedures.
- Knowledge of program and community partners.
- Experience in an outreach capacity or within the community services field.
- Demonstrated experience in de-escalation and crises management.
- Experience working with people with substance abuse and homeless, vulnerable populations.
- A satisfactory Criminal Records Check is a condition of employment.

Closing date is August 30, 2026

TO APPLY

Interested applicants are to reference **Posting #2026-258-04** in the subject line.

Please submit your cover letter and resume in one PDF attachment online to: [Avanti](#)

Subject: Job Posting **#2026-258-04**

No phone calls please. Only short-listed applicants will be contacted.

Must be legally entitled to work in Canada.

Archway's goal is to be a diverse workforce that is representative, at all job levels, of the people we serve. Equity and diversity are essential to excellence. An open and diverse community fosters the inclusion of voices that have been underrepresented or discouraged. We encourage applications from members of groups that have been marginalized on any grounds enumerated under the B.C. Human Rights Code, including Indigenous identity, race, colour, ancestry, place of origin, political belief, religion, marital status, family status, physical or mental disability, sex, sexual orientation, gender identity or expression, or age.

We acknowledge that we gather on the traditional and unceded territory of the Stó:lō people. Stó:lō territory extends from the mouth of the Fraser River to Boston Bar. Locally, this includes the Matsqui First Nation and Sumas First Nation. We give them thanks for sharing their land and resources with us.

We invest in the mental health and wellbeing of our employees.

We're proud to share that Archway was recently recognized for having a 5-Star Safety Culture!

Every year, Canadian Occupational Safety (COS) recognizes organizations across Canada that exemplify excellence in fostering robust workplace safety cultures. Winners demonstrate a commitment to proactive risk management, comprehensive training, and employee engagement.

This award reflects our ongoing commitment to creating a workplace environment where employees feel safe, seen, and supported.

If you're interested in working for an organization where safety is a priority, come work with us at Archway.