

JOB DESCRIPTION

Job Title: WOMEN'S SUPPORT WORKER

Classification: Transition House Worker / Adult Youth or Child Worker

Grid Level: 11

Date: August 2024

Author: Lori Hirst

Job Location: AEH/RH/EH/WC

Supervisor: AEH House Manager/Housing Manager/WC Coordinator

Status: Union

Job Profile

Job Summary:

The Women's Support Worker is a member of the Campbell River Transition Society team who provides supportive counselling, education, information and referrals to women one on one and in group settings.

Job Duties:

- Provide in-house facilitated group opportunities for resident women in the areas of recreation, education, psycho-social-spiritual well being
 - Plan and prepare for in-house groups
 - Facilitate groups for resident women
 - Bring in community professionals for educational groups
 - Provide information and referrals
 - Maintain confidentiality according to Policy and Procedures
- Supportive Counselling.
 - Receive crisis and support calls from clients in distress
 - Intake of new non-resident client women
 - Assess suitability to program
 - Be non-judgmental in approach
 - Provide emotional support to clients/residents in distress
 - Assist with goal setting and follow through
 - Provide information about abuse
 - Make referrals to other resources
 - Provide information about other resources and processes such as legal or justice system
 - Assist women in development of a safety plan
 - Address relapse prevention with recovery clients
 - Monitor client progress and report concerns to supervisor

- Record Keeping;
 - Maintain statistical information as directed
 - Maintain accurate documentation in client files
 - Maintain accurate and up to date records of group activities
- Maintain AEH//EH/RH/WC environment.
 - Create and maintain a safe, warm and trusting environment
 - Maintain a clean environment of the facility you are working at
 - Provide mediation between residents in conflict
 - Facilitate resident meetings as needed
 - Work cooperatively with other members of the team
- Miscellaneous
 - Abide by CRNITS code of ethics and philosophy
 - Abide by CRNITS Policy and Procedures
 - Maintain confidentiality according to Policy and Procedures
 - Maintain current knowledge of issues related to the abuse of women and children
 - Advocate for clients
 - Continue to upgrade skills through staff and professional development
 - Assist in orientation of new staff and training of practicum students
 - Attend staff meetings regularly
 - Provide childcare as needed
 - Complete special projects as directed by the Manager
 - Other related duties

Working Conditions

This position involves working in the transition house, women's center, 2nd stage and 3rd stage housing with a transient clientele. It may also include counselling, accompaniment and advocacy for women.

Human Profile

Technical Skills

Education

- Human Service Worker Diploma or equivalent
And
- Transition House Worker Certificate or equivalent
Or
- Equivalent training and experience

Experience

- 1 year working in community social services

Qualifications/Training

- Emergency First Aid
- Good communication and crisis intervention skills
- Knowledge and understanding of abuse of women and children
- Knowledge of community resources
- Group facilitation skills

Requirements

- Satisfactory Criminal Record check and Criminal Record Review

Performance Skills

Physical Demands

- Capable of assisting injured or disabled clients and children
- Delivery of program activities requires a moderate level of physical fitness i.e. walking, standing, bending
- Cleaning rooms/units as needed

Mental Demands

- Possesses and is able to apply a feminist perspective
- Ability to interact well with clients in crisis regardless of ethnic, religious, or socioeconomic status, sexual orientation, age, physical or mental ability
- Able to manage stressful work and fluctuating workload
- Able to make sound judgments
- Adaptable
- Has initiative
- Respectful in all communication with clients, staff and other agencies