



Employment Opportunity

We are inviting applications for a
**Regular Part-Time Support Worker
Transition House; Support to Young Parents**

Posting:	#2022-011
Posting date:	June 8, 2022
Hours of work:	Part-time (28 hours / week) Saturday 10am-6pm (Transition House) Sunday 8:30-4:30pm (Casimir Court) Monday 1pm-9pm (Casimir Court) Tuesday 9am-5pm (Casimir Court)
Submission Deadline	Open until position is filled
Start Date	Immediately
Submit resume to:	hr@archwaysociety.ca
Classification	Grid 11 (\$23-\$26.50/hr)

We are leaders in empowering women, children, and families to live with dignity and respect, free from domestic and sexual violence.

At Archway Society for Domestic Peace, we are committed to the development and empowerment of women, children and families in our community. We are a purpose-driven organization with a shared sense of belonging, working collaboratively within a feminist framework to create a safe space that respects and supports the traditions, rights, choices and voices of all staff.

We offer competitive wages, a generous benefits package that includes employer-paid extended health and dental benefits, pension plan, a flexible work schedule and a supportive team environment where we foster respect, trust connection and collaboration.

Come join us! Create a better world, do purposeful work, have an impact and join a team that supports you and allows you to flourish.

This position encompasses two classified Support Worker positions: Transition House Support Worker; Support to Young Parents Support Worker. Information for each are included below.

Transition House Support Worker

Job Summary:

Provides support, security, advocacy, information and education crisis intervention and referrals to residents, and other women in the community who seek support by telephone or through drop in to the

Transition House. Participates as part of the team responsible for the efficient functioning of the Transition House. On both an individual and group basis, the Transition House Support Worker enhances the quality of life for women and children by ensuring that their safety, legal, emotional, social and medical needs are met. Provides crisis intervention as needed to women and children staying at Casimir Court (Support to Young Parents Program). The Transition House Support Worker is responsible for promoting a team atmosphere and actively participating in the case management review process.

Education and Knowledge, Training and Experience:

- Strong cultural competency and socially inclusive practice.
- Understanding of and commitment to work from a feminist perspective.
- One-year recent related experience.
- Diploma in Human/Social Services field.
- Demonstrated working knowledge of the justice system and issues/practices to violence against women.
- Specific knowledge regarding legislation, policy, and provincial and other government framework agencies and systems may be required.
- Valid First Aid Certification.
- Or an equivalent combination of education, training and experience will be considered.

Skills and Abilities:

- Good oral, written and interpersonal communication skills.
- A high level of tact, diplomacy and professionalism.
- Ability to work effectively with others.
- Knowledge of feminist theory, principles and practices in the field.
- Proficient in basic computer applications, including Microsoft Office.
- Ability to function independently and frequently under pressure, in an often-chaotic environment, while managing multiple projects and deadlines.

Key Responsibilities and Duties:

Client Service

1. Provides crisis intervention support to women and their dependent children who contact the transition house by phone or through drop in and who meet the service mandate of the transition house. Offer Risk Assessment and referral as needed. Complete Brief Contact documentation for all non-resident client contacts.
2. Conducts intake interviews. Orients and assists residents to settle in the house. Ensures residents are aware of emergency fire exists, the placement and operation of fire alarms and extinguishers, house rules and other health and safety concerns.
3. Assesses residents' immediate needs and assists them to define and implement an action plan.
4. Provides information to residents on resources available and recommends appropriate services.
5. As the designated Key Worker, completes goal setting, planning, and advocacy and accompaniment tasks as needed. Prepares relevant reports and attends external and internal meetings relevant to the assigned client.
6. Monitors and ensures the safety and comfort of residents and the security of the facility, including the setting of alarms and compliance with all agency policies and protocols that relate to house security. Facilitates resolution of conflict between residents.

7. Provides emotional support, encouragement, and problem solving support to residents. Facilitates house and/or support group meetings. Participates in the assessment, goal setting and case reviews of clients staying in the house.
8. Develops and maintains positive supportive relationships with clients through active listening, debriefing and validating clients' emotions. Assists clients with activities of daily living. Participates in various client –centered activities in accordance with their goals.
9. As the designated Key Worker, advocates for their assigned clients at case management meetings.
10. Provides information on the cycle of violence and crime prevention services available in the community to clients to help them avoid re-victimization. Completes risk assessments and safety planning with clients as indicated.
11. Accompanies and/or transports residents to outside services as needed.
12. Deals with any crises that arise on shift, making decisions that are based on the policies and procedures of the Transition House. Ensure the completion of Incident Reports and WCB Reports in compliance with agency policy.
13. Observe resident practices in relation to parenting and child protection issues and make notations as necessary for Support to Young Parents Program assessment.
14. Supports residents with their morning and evening routine as needed.
- 15. Programs Administration**
16. Assist with the development and maintenance of current resource library of books, videos, pamphlets and handouts.
17. Maintains appropriate documentation and client records, including statistical information, in accordance with Records Management Guidelines and agency policies.
18. Performs residence maintenance and housekeeping duties such as laundry, sweeping, mopping floors, clearing snow, cleaning equipment and food services. Ensures that residence is maintained according to agency standards.
19. Prepares and submits reports as required by the Residential Programs Manager.
20. Ensures that the program standards are adhered to in the delivery of service.
21. Provides orientation and guidance or assistance to volunteers, students, and staff in areas such as department policy and program/work procedures as per established agency procedures.
22. Reports potential problems promptly, including safety risks, to the Residential Programs Manager.
23. Assist with the maintenance of a well- organized and clean office space.
24. Manages and administers petty cash expenditures and mileage expenses as per established agency procedures.
25. Adheres to communication guidelines through reading log books, client files and brief contact sheets at the beginning of each shift. Checks transition house email and staff email on a regular basis in order to ensure all current and pertinent communications have been received.

Organizational Role

1. Participates and contributes as a member of the Archway Society for Domestic Peace staff team.
2. Participates and contributes as a member of the Residential Programs Team, including attending and participating positively and productively in staff meeting meetings, program planning and case reviews.
3. Adheres to the program standards, philosophies, policies, procedures and Code of Ethics of the Society.

4. Participates in professional development through workshops, in-service training, etc. as required.

Community Role

1. Assesses clients' needs for other services, provides relevant information to client, and initiates referrals and liaisons with community agencies as required by each clients' case, and where indicated.
2. Represents the Society positively and professionally in the community
3. Develops and maintains positive relationship with other community service agencies through regular contact and cooperative planning.
4. Maintains current knowledge of issues and resources related to abuse and violence. Provides presentations and public awareness activities about services and issues of abuse as directed by the Residential Programs Manager.

Other

1. Performs other related duties as required.

Additional Job Information:

- This position requires the ability to function independently and frequently under pressure while managing multiple concurrent projects and deadlines including effectively managing emergency situations.
- Program delivery activities may require a moderate level of physical fitness to effectively carry out duties of the position. The service delivery of this position will involve walking, standing, kneeling, lifting, and outdoor activities.
- This position requires the incumbent to exhibit a very high level of motivation towards the position and thereby be a good role model to other employees.
- All employees are required to pass and maintain a clear criminal records check and sign a confidentiality agreement to the organization.
- This position requires a valid Class 5 driver's license and an appropriately insured vehicle in good running order present at work.

Support to Young Parents Support Worker**Job Summary:**

Develops and implements short-term, issue-specific support plans with young women and their children to support their physical, social, emotional, parenting, and daily life skill development Ensures the well-being of residents in their program and promotes their development and ability to live independently.

Education and Knowledge, Training and Experience:

- Strong cultural competency and socially inclusive practice
- Understanding of and commitment to work from a feminist perspective
- Diploma in Human/Social Service field
- One year recent similar work experience/direct program delivery experience in the Social Service field

- Knowledge and experience of prenatal and postnatal health and early childhood development
- Demonstrated knowledge of issues/practices to violence against women
- Specific knowledge regarding legislation, policy, and provincial and other government framework agencies and systems
- Valid First Aid Certification
- Valid Class 5 Driver's licence
- Or an equivalent combination of education, training and experience will be considered

Skills and Abilities:

- Good oral, written and interpersonal communication skills.
- A high level of tact, diplomacy and professionalism.
- Ability to work effectively with others.
- Good time and general management skills.
- Knowledge of feminist theory, principles and practices in the field.
- Proficient in basic computer applications, including Microsoft Office.
- Ability to function independently and frequently under pressure, in an often-chaotic environment, while managing multiple projects and deadlines.

Key Responsibilities and Duties:

Client Service

1. Develops and maintains positive relationship with clients, with consideration for individual cognitive, emotional, physical, spiritual and cultural needs.
2. Assists clients in their apartments and in the community to allow them to live more independently. Evaluates client needs and develops and implements issue-specific support plans to meet such needs. Ensures that clients actively participate in the planning.
3. Evaluates the effectiveness of support plans, reports on client progress and discusses related concerns with the Program Manager.
4. Monitors client well-being. Provides clients with life skill development such as parenting, basic cooking, and anger management techniques etc.
5. Facilitates physical, parenting, recreational and educational activities. Plans, prepares, and conducts basic psycho-educational groups using techniques such as active listening, conflict resolutions, and basic group counselling.
6. Assists clients to access resources in the community and liaises with other service agencies and professionals. Provides support, encouragement, advocacy, and accompaniment to community services, where required.
7. Recognizes potential emergency situations, analyses situations accurately and develops strategies to deal with such situations to ensure safety to young women and their children. Reports problems to the Program Manager.

Program Administration

1. Performs basic residence maintenance such as changing light bulbs, small paint jobs, and simple furniture repair, and housekeeping duties such as laundry, sweeping, mopping floors, cleaning windows, inventory, shopping, mail pickup and delivery, receiving and sorting donations, clearing snow and cleaning equipment as needed.
2. Ensures health and safety standards are maintained. Reports any related concerns to the Program Manager.

3. Prepares written or verbal reports regarding client daily activities and progress, according to Records Management Guidelines, under the direction of the Program Manager. Ensures that all required documentation is complete and accurate.
4. Compiles statistical data, records information in pre-formatted templates, and submits to the Residential Programs Manager.
5. Completes petty cash expenditures reports monthly and submits to Program Manager.
6. Ensures that the policies and program standards are adhered to in the delivery of service.
7. Provides orientation and guidance or assistance to volunteers, students, and staff in areas such as department policy and program procedures.
8. Adheres to communication guidelines through reading log books, client files and brief contact sheets at the beginning of each shift. Checks program email on a regular basis in order to ensure all current and pertinent communications have been received.

Organizational Role

1. Participates and contributes as a member of the Archway Society for Domestic Peace staff team.
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- All employees are required to pass and maintain a clear criminal records check and sign a confidentiality agreement to the organization.

- This position requires a valid Class 5 driver's license and an appropriately insured vehicle in good running order present at work.

To Apply:

Please submit resume with cover letter to hr@archwaysociety.ca quoting **competition # 2022-011** in subject line.

While we appreciate all applications, only candidates selected for an interview will be contacted.