



Transition House Support Worker

Casual
Vernon, BC

Posting:	#2023-028
Hours of work:	Flexible schedule; must have availability for daytime, afternoon, and overnight shifts weekly
Start date:	As soon as possible
Grid level:	11
Wage Range	\$25.00-27.00, in accordance with the Collective Agreement
Submission deadline:	Posted until filled
Submit resume to:	Hr@archwaysociety.ca

At Archway Society for Domestic Peace, we are committed to the empowerment of women, children and families in our community. We are a values-based organization with a shared sense of belonging, working collaboratively to cultivate a safe space that respects and supports the traditions, rights, choices and voices of all staff and clients.

We invest in our people – we offer competitive wages, a generous benefits package for positions with more than 21 hours/week, a defined pension plan, and a supportive team environment where we foster respect, trust, connection and collaboration. We are committed to the personal and professional development of our team via on-going training, clinical support, an employee wellness program and an Employee Family Assistance program for all staff.

Summary of the role:

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. Also provides crisis intervention as needed to women and children staying at Casimir Court (our 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.

Qualifications:

- A diploma in the social services field
- One year recent related experience in a residential setting
- An equivalent combination of relevant education, training and experience will be considered

Knowledge, Skills and Abilities:

- Strong cultural competency and socially inclusive practice.
- Understanding of and commitment to work from a feminist perspective.
- Demonstrated working knowledge of the justice system and issues/practices related to violence against women.
- Specific knowledge regarding legislation, policy, and provincial and other government agencies and systems may be required.
- Good oral, written and interpersonal communication skills.
- Proficient in basic computer applications, including Microsoft Office.

Key Responsibilities and Duties:**A. 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.

B. Programs Administration

15. Assist with the development and maintenance of current resource library of books, videos, pamphlets and handouts.
16. Maintains appropriate documentation and client records, including statistical information, in accordance with Records Management Guidelines and agency policies.
17. 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.
18. Prepares and submits reports as required by the Residential Programs Manager.
19. Ensures that the program standards are adhered to in the delivery of service.
20. 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.
21. Reports potential problems promptly, including safety risks, to the Residential Programs Manager.
22. Assist with the maintenance of a well- organized and clean office space.
23. Manages and administers petty cash expenditures and mileage expenses as per established agency procedures.
24. 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.

C. Organizational Role

25. Participates and contributes as a member of the Archway Society for Domestic Peace staff team.
26. 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.
27. Adheres to the program standards, philosophies, policies, procedures and Code of Ethics of the Society.
28. Participates in professional development through workshops, in-service training, etc. as required.

D. Community Role

29. 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.

30. Represents the Society positively and professionally in the community
31. Develops and maintains positive relationship with other community service agencies through regular contact and cooperative planning.
32. 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

33. 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.
- All employees are required to pass and maintain a clear criminal records check, an Enhanced Security Clearance and sign a confidentiality agreement to the organization.
- 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.
- Membership with the BC Government and Service Employees' Union is required.
- Position requires a valid drivers license.

Resumes from qualified candidates who identify as First Nations, Metis, Inuk, Black, trans, a person with a disability, or an individual from other equity seeking groups are encouraged to apply.

To Apply:

Please submit resume with cover letter to hr@archwaysociety.ca quoting **Competition #2023-028**.