

JOB DESCRIPTION

Job Title: Women's Support Worker Float

Classification: Transition House Worker/Adult Youth or Child Worker

Grid Level:11

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Job Location: Ann Elmore House/Rose Harbour/Eagle Harbour

Supervisor: Kate Broadhead

Status: Union

JOB PROFILE

Job Summary:

The Woman's Support Worker Float position provides relief coverage and operational support for Ann Elmore House, Rose Harbour and Eagle Harbour programs to ensure continuity of client services during vacancies, leaves, training and other staffing shortages.

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

Float Specific Expectations

- Be able to quickly adapt to different teams, clients and program procedures
- Maintain competency in Policy, Procedures and Documentation requirements of all assigned Programs.
- Travel between CRNITS sites as required
- Accept assignments based on operational needs.

Qualifications

Human Profile

Technical Skills

Education

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

Experience

- 2 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
- Demonstrated ability to work independently with minimal orientation

Requirements

- Clear Criminal Record Check for vulnerable adults
- Community First Aid
- Vehicle and valid driver's license

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

- 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 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, 2nd stage and 3rd stage housing with a transient clientele. It may also include counselling, accompaniment and advocacy for women.

Rotating days, nights, weekends and statutory holidays. Work in an environment where clients may be experiencing crisis or trauma. Exposure to unpredictable situations requiring sound judgement and de-escalation skills

