

**Overnight Transition House Support Worker**  
**Part-Time, 30 hrs/wk**  
**Maternity Leave Coverage**  
**(Temporary, Subject to return of incumbent)**

**Section 1 – General Information**

Position Title: **Overnight Transition House Support Worker**

Job Location: Abbotsford

Program or Department: Transition House

Reports to: Transition House Team Lead, Transition House Program Coordinator

**Section 2 - Job Summary**

Reporting to the Transition House Team Leads or Transition House Coordinator, the Support Worker provides advocacy, one to one support, assessment, intake and discharge services for residents accessing our Transition House programs. The Support Worker provides group facilitation and crisis intervention in the Transition House for up to ten women and children fleeing violence. The Support Worker provides administrative support as necessary, ensuring the safety and security of the program. The program operates 24/7 and employees may work weekend shifts and statutory holidays as well as week days.

**Key Duties and Responsibilities:**

- Screens prospective residents for suitability prior to admission.
- Conducts intake interviews in person and over the phone
- Provides information, advocacy for and assistance to residents and crisis line callers
- Assesses residents' immediate needs and assists them to define and implement an action plan.
- Provides crisis intervention and risk assessment for residents and crisis line callers.
- Provides information to residents on resources available and refers clients to community other services and resources available.
- Monitors and ensures the safety and comfort of residents and the security of the facility.
- Facilitates resolution of conflicts between residents.
- Provides emotional support, encouragement, goal setting and problem solving support to residents.
- Maintains current knowledge of issues and resources related to abuse and violence.
- Maintains case notes, resident records, documents, forms and statistical information.
- Provides administrative support as necessary, including record keeping recording and reporting statistics and pertinent data
- Perform other duties as directed and appropriate
- Attend all relevant meetings as and when directed or identified

**Section 3 – Qualifications, skills and experience**

- Relevant education (min. 2 years diploma in Social Sciences) **and** 2 or more years' experience in non-profit social services settings.
- **Or** equivalent combination of education and experience

### 3.1 Licensing and certifications:

- Trauma Informed Care training and experience (Preferred)
- Occupational First Aid Certificate (Required)
- Non Violent Crisis Intervention (Preferred)
- Food Safe Certificate (Required)
- Valid Class 5 Driver's Licence and clean driving record (Required)
- Criminal Record Clearance (Required)

### 3.2 Required Knowledge and Skills Inventory

- Excellent understanding of violence against women issues both within dominant and non-dominant cultures
- Strong understanding and commitment to SARA For Women's Mission, Vision and Values
- Firm commitment to working from a feminist perspective, providing women centered, trauma informed and client centered approach and a pro-choice stance
- Solid understanding of the role of an advocate as well as how to be an effective advocate
- Demonstrated ability to provide individual and/or group support to assist women and their children in understanding and coping with the effects of abusive cycles and family violence
- Demonstrated ability to provide crisis intervention and support for children and youth
- Comprehensive understanding of social services and resources in the Fraser Valley and how to access them
- Experience providing individual and/or group support to assist women
- Demonstrated ability to provide crisis intervention, safety planning and support for women
- Strong knowledge and experience of providing services to women in an integrated and multi- agency service provider team environment
- Experience working with mental illness and addictions
- Demonstrated ability to work with diverse clientele, and cultural competency
- Demonstrated ability to work both independently and as part of a team
- Strong listening skills, written and oral communication skills including public speaking skills required
- Demonstrated ability to clearly communicate information to others (cross-over and log book communications are examples)
- Strong computer skills, including Microsoft Outlook, Office 365, Excel, Online applications, online resource/research skills

### 3.3 Required Competencies:

- Solid and demonstrable work ethic and the ability to work efficiently and with minimal supervision
- Demonstrated ability to take initiative and to work independently
- Commitment to a coordinated team-based approach
- Ability to network and interact well with other service providers, internal and external team members
- Energetic, positive, optimistic, and pragmatic
- Demonstrated commitment to building and sustaining a healthy workplace

- Excellent inter-personal and communication skills.
- Able to provide non-judgmental support to both clients and colleagues
- Ability to be adaptive to different situations
- Commitment to ongoing professional development and learning
- Strong time management and organizational skills
- Ability to handle competing priorities and objectives

#### Section 4- Environment/Working Conditions

- This position is required to work in a moderate to highly stressful environment often dealing with clients in crisis situations
- Sometimes exposed to moderately undesirable working conditions in the form of unpleasant dealings with upset, angry or demanding clients.
- Moderate level of concentration to monitor house dynamics, security and safety issues required.
- Ability to work with and deal with interruptions and often chaotic environment.
- Support often related to trauma, physical and/or emotional abuse, and/or drug and alcohol abuse.
- Managing emergency situations is an ongoing expectation of this position
- May be exposed to weather, hazards and risks associated with driving and/or transporting clients.
- Access to reliable vehicle and ability to carry Business Insurance with 5 million liability required.

**Physical competency:** cleaning rooms, packing up belongings, carrying groceries, sorting donations, able to lift up to 50 pounds.

- Previous use of SARA or WRSFV services must be disclosed at time of application

**Submit cover letter and resume to: [Human.Resources@saraforwomen.ca](mailto:Human.Resources@saraforwomen.ca)**

**Subject: Part Time Overnight Transition House Support Worker**

**Posting Date: January 29<sup>th</sup>, 2019**

**Open until filled.**

SARA promotes the principles of anti-oppression, diversity and inclusion. We strive to represent the diverse communities that we serve. Individuals from First Nations, diverse ethno cultural origins, religions, abilities and sexual orientations are encouraged to apply.

While we thank all candidates for their interest, only those selected for an interview will be contacted. No telephone inquiries please.