

## TRANSITION HOUSE SUPPORT WORKER – Full Time

### Section 1 – General Information

Position Title: Transition House Support Worker -  
Program or Department: Transition House  
Reports to: Transition House Coordinator  
Hours of work: as per employment contract

### Program Information:

The Transition House Support Worker supports women and children accessing Transition House Programs. The TH Program operates 24/7 and employees may work day, evening or weekend shifts and statutory holidays. The successful candidate will be self-motivated, outgoing, caring, and will understand the importance of working within an agency that practices a non-judgemental woman-centered approach.

All staff and volunteers of SARA demonstrate a commitment to the mandate, vision, values and philosophy of the SARA for Women Society.

### Section 2 – Job Summary

Reporting to the Transition House Coordinator, the Transition House Support Worker will provide support to clients of the Transition House. The Transition House Support Worker will provide support, security, advocacy, information, education, crisis intervention and referrals to residents in the Transition House and crisis line callers. The successful candidate will be self-motivated, outgoing, caring, and will understand the importance of working within an agency that practices a non-judgmental woman centered approach.

### Key Duties and responsibilities

- Screens prospective residents for suitability prior to admission. Conducts intake interviews. Orients and assists residents to settle in the house
- Assesses residents' immediate needs and assists them to define and implement an action plan
- Provides information to residents on resources available and recommends appropriate services.
- 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. Facilitates house and/or support group meetings
- Liaises with other service agencies and professionals. Maintains current knowledge of issues and resources related to abuse and violence.
- Ensures housekeeping services such as laundry, housecleaning, grocery shopping and maintaining supplies are completed. Orders supplies/groceries; performs minor maintenance.
- Provides crisis intervention and risk assessment for residents and crisis calls. Provides information, advocacy for and assistance to residents and crisis callers.
- Maintains case notes, resident records, documents, forms and statistical information.
- Accompanies and/or transports residents to outside services.

- Provides administrative support as necessary, including record keeping recording and reporting statistics and pertinent data
- Facilitates clients defining and implementing an action plan; facilitates resolution of conflicts
- Follow SARA for Women policies and procedures regarding Health & Safety of self, clients and others at all times, including adhering to working alone policies and protocols.
- Attend training and development sessions as relevant and as provided.
- Attend all relevant meetings as and when directed or identified, which will include attendance at multiagency meetings
- Perform any other duties as may be reasonably expected from you as directed by management to achieve personal and team performance targets identified.

### Section 3 – Qualifications, experience and abilities

- Minimum of a of a 2 year Diploma in Social Services (or equivalent) **(Required)**
- 2 years experience in a supportive role, preferably in a transition house environment. **(Required)**
- Experience working with high risk, multi-barrier female populations **(Required)**
- Excellent knowledge of the programs and services in Mission and Abbotsford (Preferred)
- Strong computer skills, including Microsoft Outlook, Office 365, Excel, Online applications, online resource/research skills **(Required)**

#### 3.1 Licensing and certifications:

- Trauma Informed Care training and experience (Preferred)
- Emergency first aid, CPR and AED training Certificate **(Required)**
- Food Safe Certificate (Preferred)
- Non Violent Crisis Intervention (Preferred)
- 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
- Comprehensive understanding of social services and resources in the Fraser Valley and how to access them
- Solid understanding of the role of an advocate as well as how to be an effective advocate
- Strong listening skills, written and oral communication skills including public speaking skills required
- Demonstrated ability to clearly communicate information to others (i.e. case notes, reports and statistics)
- Experience providing 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 support women through their journey toward healing and independence, through providing individual and group support and referrals as needed
- Demonstrated ability to provide crisis intervention and support for children and youth
- 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

- Strong knowledge and experience of providing services to women in an integrated and multi- agency and service provider team environment
- Demonstrated ability to work with diverse clientele, and cultural competency
- Demonstrated ability to work both independently and as part of a team

### 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
- Concentration: Monitors clients continuously to ensure client's needs are met

### 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.
- 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
- Able lift up to 50 pounds.
- 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.

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: Full-Time 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.