

Position Title: Transition House Support Worker- Evening  
Program: Mission Transition House  
Position location: Mission  
Reports to: Housing Manager  
Hours of work: 35 hrs weekly  
Posting Date: July 16, 2021  
Closing Date: July 23, 2021, **5 pm**  
This position requires UNION MEMBERSHIP

Internal / External Job Posting

Compensation will be in accordance with Appendix A of the BCGEU Collective Agreement.  
Classification: TH Support Worker

## **TRANSITION HOUSE SUPPORT WORKER**

**Classification:** Transition House Worker

**Grid Level:** 10

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 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 with staff covering all shifts as required.

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

### **Duties and Responsibilities:**

- Prior to admission, screens prospective residents for suitability; conducts intake interviews over the phone.
- Provides information, advocacy 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, safety planning and problem-solving support to residents.
- Provides accompaniment for women requesting advocacy services.
- 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.
- Ensures completion of housekeeping services such as laundry, cleaning, grocery shopping and maintaining supplies; orders supplies/groceries.
- Performs other duties as directed and appropriate
- Attends all relevant meetings and training as directed

## **Skills and Knowledge:**

- Excellent understanding of violence against women issues both within dominant and non- dominant cultures
- 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
- 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
- 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
- Keep current on
  1. Women's issues, specifically violence against women and children
  2. Issues relating to women who may face additional barriers, including race, culture or ethnicity, sexual orientation, economic status and ability
  3. Legal issues, housing options, government and immigrant services

### Competencies:

- 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
- Physical competency: cleaning rooms, packing up belongings, carrying groceries, sorting donations, able to lift up to 20 kilos.

### Qualifications:

#### Education and Knowledge

- Diploma in a related human / social service field.

#### Training and Experience

- One (1) year recent related experience. Or an equivalent combination of education, training and experience
- Experience working with mental illness and addictions
- Experience working with high risk, multi-barrier female population

- Standard First Aid Certificate
- CPR Level B
- Food Safe Certificate

A clear Criminal Record Check for Vulnerable Populations Valid Class 5 Driver's Licence and clean driver's abstract

### **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

Submit cover letter and resume.

Human.Resources@saraforwomen.ca

**Subject: Transition House Support Worker – MTH**

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.