

Position Title: **TRANSITION HOUSE TEAM LEAD**

Program: Abbotsford Transition House

Position location: Abbotsford

Position end date: March 31, 2022

Reports to: Manager of Housing

Hours of work: 35 hours per week

Posting Date: Sept 02, 2021

Closing Date: Sept 09, 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: Layered over Transition House Worker

Grid Level: 12 JJEP

Assists the Transition House Coordinator in providing orientation, training, work direction and guidance to TH Support Workers. Ensures clients are able to live successfully in transition home residential settings. Ensures that clients' physical, emotional, social, educational, medical needs are met through program integrity. Assists clients to enhance quality of life and safety and security.

The Transition House Team provides advocacy, one to one support, assessment, intake and discharge services for residents accessing our Transition House programs. The TH Team provides group facilitation and crisis intervention in the Transition House for women and children fleeing violence. The Program operates 24/7 with staff covering all shifts as required.

Reports to: Transition House Coordinator, Program Manager

Duties and Responsibilities:

- Ensure efficient management of day-to-day operations of the Transition House, in consultation with the Program Coordinator.
- Assists the supervisor in providing orientation, training, work direction and guidance to Transition House Support Workers by performing duties such as clarifying program policies, reviewing work, and scheduling residence workers. Provides input to Transition House Support Workers' performance evaluations.
- May oversee the operation of the residence in the absence of the supervisor or as directed.
- Mentor and model a feminist, anti-oppressive work practice in addition to providing direct services to women and children in crisis, including case management, advocacy, referrals, crisis intervention, and supportive counselling.

- Assists with case management by identifying potential problems and reporting any difficulties. Provides input to professionals with regard to client needs and objectives.
- Provides emotional support and feedback to residents and their families.
- Transports residents as needed.
- Performs residence maintenance and housekeeping duties including inventory and food services.
- Maintains reports as required. Compiles and submits monthly Transition House statistics, as per our funding agreement
- Liaises with the community, government, officials, professionals and organization staff and committees as required
- Facilitate and nurture a safe and collaborative living environment for women and their children, through effective consultation, skill-building/sharing, mediation and conflict resolution.
- Some shared 24-7 on-call rotation.
- Managing emergency situations is an ongoing expectation of this position
- Participates in Transition House staff recruitment, selection, and training
- Provides leadership, mentorship, to TH staff, ensuring that staff understand their role and relationship to broader issues of violence against women. Facilitates and supports a strong, vibrant, team-based workplace culture rooted in SARA values
- Assists in monitoring TH budget with support of Program Coordinator

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 resources
- Keep current on:
 - Women's issues, specifically violence against women and children

- Issues relating to women who may face additional barriers, including race, culture or ethnicity, sexual orientation, economic status and ability
- Legal issues, housing options, government and immigrant services

Competencies:

- Demonstrated ability to take initiative and to work independently
- Commitment to a coordinated team-based approach
- Network and interact well with other service providers, internal and external team members
- 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
- Strong time management and organizational skills.
- Ability to be adaptive, handle competing priorities and objectives

Qualifications

Education and Knowledge

- Diploma in a related human / social service field.

Training and Experience

- Experience in group dynamics and leadership
- Experience providing individual and/or group support to assist women
- Experience working with mental illness and addictions
- Two (2) years front line experience in a transition house or an equivalent community setting. Or an equivalent combination of education, training and experience
- 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.

- 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 TEAM LEAD Worker

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.