



## Position Vacancy Posting

<b>Position Title:</b> Women's Support Worker	<b>Competition No.</b> 23-14
<b>Program:</b> Transition House	<b>Salary Range Steps:</b> 11 JJEP \$26.74-\$30.69
<b>Location:</b> Nanaimo	<b>Employee Group:</b> HSA
<b>Hours per week:</b> 37.5 (rotating shift)	<b>Position Status:</b> Temporary (until incumbent returns)
<b>Shift Schedule:</b> Wed-Thu-Fri	<b>Anticipated Start Date:</b> ASAP

### **Nature of Position:**

Provide practical assistance, crisis response and intervention, support, educational and referral services, advocacy, and security to women and their children who are in, or have left, and abusive relationship. Participate as a team member to ensure safe and healthy Transition House operations for residents and crisis line callers.

**Reports To:** Residential Program Coordinator

### **Key Duties and Responsibilities**

1. Provide crisis response and intervention, including debriefing and active listening, support and referral services to residents, crisis line callers and phone assessments.
2. Monitor and ensure the safety and security of residents and the facility. Screen all telephone calls. Ensure residents are informed of all potentially high-risk situations.
3. Conduct intake to Safe House or Transition House and departure interviews and orient new residents to the Transition House/Safe House including policy and procedures. Explain issues related to confidentiality and safety with regards to staying at the Transition House/Safe House.
4. Provide goal setting, implementation and problem-solving support. Provide feedback and assist in progress evaluation and conflict mediation. Maintain a non-judgmental and co-operative atmosphere for women and children who use the service
5. Work closely with the Children's Counsellor and Child Support Workers to meet the needs of children. Report to supervisor any child protection concerns. Model respectful and non-violent parenting approaches.
6. Provide residents and clients with information/education about abuse and violence, legal and financial aid, accommodation and community resources such as, counselors, victim's services, physicians and mental health service. Advocate for resident as appropriate.
7. Facilitate resident support-groups, resident-meetings and bi-weekly planning sessions.
8. Transport and accompany women and children as appropriate.
9. Maintain all necessary reports, statistics and documentation.
10. Assist in the daily operations of the shelter, ensuring that the residence is clean and orderly and supplies, including groceries, are available. Participate in staff meetings, in-service and approved professional development activities.
11. Maintain current knowledge of issues related to abuse of women and children, crisis intervention, communication skills, community services and relevant legislation and, a current knowledge of all Society policies, procedures, and feminist principles ethics and philosophy.
12. Participate in community and public awareness presentations as appropriate.
13. Assist in the orientation and procedural training of new staff, students and volunteers.
14. Be a positive role model for clients, including life skills, food preparation and budgeting.
15. Co-ordinate and distribute donations.
16. Perform other related duties as required.

### **Qualifications:**

#### **Required Knowledge, Skills, and Abilities:**

- Good written and verbal communication skills.
- Experience in-group facilitation.
- Feminist analysis and understanding of the dynamics and causes of gender-based violence in relationships and a reducing barriers framework.
- Valid Driver's License and clear Driver's Abstract.
- Personal qualities and attitudes that welcome respect and appreciation for, volunteers, staff, donors, clients, and the larger community.
- Demonstrate a respect for diversity, equity, and inclusion.
- Foster team participation and contribute to the goals and activities of Haven Society and the Transition House/Safe House Programs.
- Excellent self-awareness and self-care skills.

**Required Education, Training, and Experience:**

- Diploma in Human or Social Services, or Transition House Work Certificate or the equivalent in training and education.
- One to two years' experience, preferably in a residential setting, working with women and their children who have been in abusive relationships.
- Knowledge of substance use and mental health practices from a harm reduction perspective. Awareness of additional barriers faced by marginalized clients and a comfort level and ability to be flexible within the mandate of the program.
- Training and/or experience in crisis response and intervention.
- Current First Aid Certificate including CPR, as required.
- Satisfactory Criminal Record Check.

**Additional**

This position is required to work in stressful environment often dealing with clients in crisis situations. The ability to function independently and frequently under pressure while managing crisis situations are requirements of this position. Activities may require a moderate level of physical fitness to carry out the duties of this position. Evening/weekend shift work, and on call work are requirements of the position.

Haven Society values diversity and is committed to an inclusionary hiring practice. Haven welcomes applications from women who are indigenous, members of minority groups, women with disabilities, minority sexual preferences, gender expressions or identities and others who may contribute to diversity. Applicants must be female from birth or self identify as female. All qualified applicants are invited to apply.

*This position requires Union Membership*

**Please submit a cover letter and resume directly to;**

[hr@havensociety.com](mailto:hr@havensociety.com)

**Date Posted:** September 28, 2023

**Closing Date:** Until filled