



**WOMEN'S SUPPORT WORKER – Transition House**  
**Casual On-Call Position**  
**Posting Number: HSA21-05**  
**Posted until filled**

Located in Penticton, BC, the South Okanagan Women in Need Society (SOWINS) is a registered charitable Society that provides a wide range of services in residential and non-residential settings to individuals who have experienced or are at risk of experiencing abuse. The Transition House provides support in a residential setting for women and their children, and youth. SOWINS works from an intersectional feminist philosophy and supports trauma and violence informed practice and harm reduction models.

SOWINS serves a diverse group of people and we aim to maintain a staff group that reflects the diversity. People of diverse backgrounds and cultures are encouraged to apply.

**ABOUT THE ROLE:**

As part of a multi-disciplinary team, the Women's Support Worker provides a wide range of support services to women and their children residing at the transition house. They provide crisis intervention, safety planning, and emotional support, information about the nature of abuse, and support in recognizing, understanding and overcoming the effects of abuse. The Women's Support Worker assists women to assess and prioritize their needs, and develop short-term plans with the ultimate goal of self-sufficiency and community connectedness.

Services are provided at the Transition House, or at other public locations in the community. Workers provide transportation and accompaniment to appointments (using SOWINS vehicle) as required.

Gender is a bona fide occupational requirement of this position: only women (trans, cis), gender diverse, and two-spirit applicants will be considered.

**Schedule:** This is a casual / on-call position, this means you may be called in to work on short notice as needed. The transition house is operational 24 hours a day, 7 days a week. Shifts vary from 6.5 hours to 12 hours in length. Casual staff must be available to work overnight and weekend shifts.

**Start date:** ASAP

**Union:** This position requires union membership, under Health Sciences Association (HSA).  
Wage: \$20.78– \$24.20 depending on length of service (HSA Grid 11)+ 10.2% of straight time pay in lieu of vacation pay and stat pay.

**EXPERIENCE:**

- 1 year recent related experience in a community-based setting, including experience working with women who have experienced violence or abuse.

**QUALIFICATIONS:**

- Diploma in a related Human/Social Services field.
- Valid First Aid & CPR Level C.
- Non Violent Crisis Intervention Training (NVCI).

- Satisfactory vulnerable sector criminal record check.
- Valid Class 5 driver's license and acceptable current drivers abstract
- Must be physically able to do general household chores; and be able to deal with ongoing crisis situations.
- Must be available to accept shifts on short notice, and work overnight, and weekend shifts

For further information about the Women's Support Worker position please review the [Women's Support Worker Job Description](#) on SOWINS website: [www.sowins.com](http://www.sowins.com).

**HOW TO APPLY:**

Please submit expressions of interest, along with your updated Cover Letter and Resume by email to: [careers@sowins.com](mailto:careers@sowins.com).



## JOB DESCRIPTION

### WOMEN'S SUPPORT WORKER

TYPE: DIRECT SERVICE

PROGRAM: TRANSITION HOUSE – RESIDENTIAL SERVICES

RESPONSIBLE TO: RESIDENTIAL SERVICES PROGRAM COORDINATOR

#### General Description:

The Women's Support Worker identifies client problems, needs and risks to women who have experienced or are at risk of abuse, and their children, in a residential setting. Develops and implements short-term, issue-specific intervention plans within program guidelines. Plans and conducts individual and/or group counselling sessions using basic supportive counselling techniques.

Provides crisis intervention, safety planning and emotional support as well as skill building in problem areas to women and their children in a group housing setting; provides information about the nature of abuse; helps women access housing and other services that will enable them to avoid further risk of violence; participates in public education and prevention activities.

#### General Duties

1. Gathers information relevant to the client's problems, needs and risks by interviewing, observing behavior, and using a variety of inventories, checklists and questionnaires. Reviews the information gathered to identify problems, needs and risks.
2. Develops and implements short-term, issue-specific intervention plans within program guidelines in consultation with Program Coordinator and case consultation with Team Members.
3. Plans, prepares and conducts group or individual counselling sessions using techniques such as active listening, conflict resolution, basic group counselling, and basic psycho-educational group methods to resolve the identified problems, needs and risks using trauma informed practice.
4. Provides skill building in areas such as parenting skills, anger management or self-management techniques.

5. Evaluates the effectiveness of the intervention plan, reports on clients' progress and discussed related concerns with the Program Coordinator in order to resolve identified problems and move towards defined objectives.
6. Outlines service provided by the Transition House and SOWINS. Provides information on and referral to other community service providers, resources and professionals as required.
7. Maintains related records and statistics and provides reports to the Program Coordinator as required.
8. Liaises with and/or promotes the interests of clients with other community service providers, professionals and service providers as required. Accompanies clients to meetings and appointments as required.
9. Participates in staff meetings, training programs and approved work related workshops and seminars.
10. Maintains current knowledge of issues and resources related to abuse and violence.
11. Maintains current knowledge of and complies with all organizational policies and procedures.
12. Ensure housekeeping services such as laundry, housecleaning, grocery shopping and maintaining supplies are completed. Perform minor maintenance.
13. Perform other related duties as required.

### Qualifications

Diploma in a related human / social service field

One year recent experience in the area of violence against women

Valid Class 5 BC Drivers License with good driving record.

Acceptable criminal record check

Valid First Aid certificate

Must be able to do general household chores; and be able to deal with ongoing crisis situations.

Excellent verbal and written communication skills.

Second Language and / or good working knowledge of cultural diversity an asset

### Behavioural Competencies:

1. Is respectful, non-judgmental and inclusive at all times.
2. Follows through on commitments and obligations.
3. Deals with others honestly and fairly; communicates effectively.
4. Fosters open communications with colleagues.
5. Plans and organizes time effectively and efficiently.
6. Represents SOWINS in a positive and professional manner.
7. Models the Society's Code of Ethics.