



Box 20193, RPO Towne Centre  
Kelowna, BC V1Y 9H2  
**Administration:** 778-478-7774  
**24-hour Line:** 250-763-1040  
kelownawomensshelter.ca

## Frontline Support Worker

<b>Position:</b>	<b>Casual</b>
<b>Job Title:</b>	<b>Frontline Support Worker</b>
<b>Location:</b>	<b>Kelowna Transition House</b>
<b>Hours of Work:</b>	<b>Varies</b>
<b>Shift Schedule:</b>	<b>Varies</b>
<b>Salary Range:</b>	<b>\$23.10 to \$26.91/hr</b>

Since 1980, the Kelowna Women's Shelter has provided free food, shelter, counselling, support and preventative education to women and their children who have experienced intimate partner violence. Our organization is currently recruiting a Frontline Support Worker to provide shelter clients with support, security, advocacy, information, education, crisis intervention and referral information; provides skill building in problem areas, and conducts individual sessions using basic counselling techniques.

Reporting to the Manager of Programs and Services this position will be responsible to:

- Answer incoming phone calls, including: taking messages, making appointments, responding to clients in crisis or requiring support and information, screening potential new residents and recording call information.
- Admit and discharge residents, including: assessing risk, filling out forms, and orienting new residents (reviewing fire safety, security, house rules/procedures, facility and services).
- Use basic counselling techniques and provide support by way of empathic listening, providing clarification, assessment of needs, goal setting, creating action plans, offering encouragement, and sharing information about issues, services and community resources.
- Monitors and ensures the safety and comfort of residents and the security of the facility. Facilitates resolution of conflicts between residents and house meetings as needed.
- Transport, and/or accompany clients to outside appointments and services.
- Ensure household tasks such as laundry, housecleaning, garbage/recycling disposal, grocery shopping, and maintaining supplies are completed, and arrange for maintenance work to be performed as needed.
- Maintain related case notes, documents, forms and statistics, and provide reports to the supervisor as required.
- Attend, and participate in staff, and other, meetings as required.

- Liaise with other service agencies and professionals and maintain current knowledge of issues and resources related to abuse and violence.
- Provide presentations, and participate in public awareness activities, about services and issues of abuse.

Qualifications:

- Diploma in a related human/social service field, and one-year recent related experience or an equivalent combination of education, training and experience.
- Valid BC Driver's License and satisfactory criminal record check.
- Level One OFA and CPR B

Skills and Abilities:

- A good working knowledge of family violence and its impacts, and of relevant community resources.
- The ability to provide service in a respectful, empathetic and client-centered manner while maintaining appropriate personal and professional boundaries.
- The ability to work independently and in a self-directing manner, as well as the ability to work in a cooperative and collaborative manner with Shelter staff and other community agencies.
- Skill at assisting women and children in crisis situations and offering non-judgmental counselling, information and support.
- The ability to maintain necessary records and documentation and to engage in the evaluation of the program and services.

This position requires Union membership.

If you are interested in applying for this position, please email resume and cover letter to: [careers@kelownawomensshelter.ca](mailto:careers@kelownawomensshelter.ca) This posting will close on Dec.5, 2021.

We thank all those who express interest in this opportunity however only those short-listed will be contacted.