

Job Title **WOMEN'S SUPPORT WORKER**

Benchmark Title TRANSITION HOUSE WORKER – 11

Grid Level 11 – JEP Wage Grid

Agency Ishtar Women's Resource Society

Program Transition Housing operates 24/7 and offers safe, temporary shelter for women and their children who are fleeing violence or at risk of violence

Reports to Residential Coordinator

Provides support, security, advocacy, information, crisis response, referrals, and safety planning to residents and crisis line callers under the harm reduction model through an intersectional feminist approach

Job Summary

Key Duties and Responsibilities:

- Speaks with prospective residents and conducts intakes. Reduces barriers for women and children accessing services. Orients and assists residents to settle in the house.
- Using a women-centred approach, supports residents to meet their self-determined goals.
- 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, and problem-solving support to women. Facilitates house and/or support group meetings.
- Assists women with dependent care by providing emotional support to children and youth, monitoring and conducting developmentally appropriate recreational activities (such as craft projects and games), and attending to children's physical needs (which may include diapering and toileting).
- Consults and liaises with other service agencies and professionals to develop community relations and maintain up-to-date information on available resources. Participates in public education to raise awareness.
- Assists women with applications for income assistance, legal aid, housing and any other supports services as needed and appropriate
- Ensures housekeeping services (such as laundry, cleaning, grocery shopping, and ordering supplies) are completed. Performs minor maintenance. Some lifting required.
- Provides crisis intervention and risk assessment for residents and crisis line callers. Provides information, advocacy for, and assistance to residents and crisis line callers.
- Maintains resident records, documents, forms, and statistical information.
- Orients and assigns duties to volunteers/practicum students.
- Accompanies and/or transports residents to outside services.



- Performs other related duties as required

Education and Experience

- Requires a diploma in a related human / social service field
 - Intersectional feminist, anti-oppressive analysis of violence against women
 - Thorough understanding of harm reduction especially as it relates to women, violence, mental wellness, and struggles with substance use
 - Non-Violent Crisis Intervention Certificate and Naloxone Training assets
 - Two years recent related experience
 - Leadership and supervision skills
- or an equivalent combination of education, training and experience.

Skills and Abilities:

- Ability to constructively resolve conflict with colleagues and women accessing services
- Good verbal and written communication skills
- Ability to multi-task and prioritize competing demands
- Ability to work in a group as well as independently while guided by organizational policies
- Competent in using Microsoft office suites such as outlook, word, excel, and cloud-based services
- Fluency in languages other than English an asset
- Ability to meet the physical demand of the job

Required:

- Standard First Aid Certificate CPR Level C with AED,
- Valid Class 5 driver License and access to reliable vehicle required
- Vulnerable sector criminal records check required

Hours and Location of Work:

- As per operational requirements 8 – 40 hours per week dependant on Casual or a position
- Location: Ishtar House and Libra House

Additional Information

- Ishtar Society is a BCGEU unionized workplace and this position requires union membership
- Submit your cover letter and resume in one PDF document to employment@ishtarsociety.org
- Ishtar Society follows Covid-19 Safety Protocols