



Job Posting

Position: **Residence Worker Senior**
Shift Schedule: Mon, Tues, Wed, Thurs (These days may be altered dependent on program needs) (Shift start/end times TBD) – 6-month contract
Hours Per Week: 35
Grid Level: 12 (Internal/External)
Wage Range: \$24.48 - \$28.52 (Increase in wage pending)
Department: Transition House Program
Reports to: Program Manager
Closing Date: Until filled
Apply via Resume to: taryn@tricitytransitions.com

Position Summary:

All employees of TCT rigorously uphold the confidentiality and anonymity of all clients. Safety is paramount and governs all interactions and job functions. All employees are expected to endorse the philosophy, policies, goals, and objectives of the Society and provide services within a cross-program collaborative framework. Transition House employees are expected to maintain an accurate knowledge and practice of policies and procedures specific to the program including community resources. The role of the Residence Worker Senior falls into three general categories: direct client service delivery, support for program, and support for staff.

Direct Client Service Delivery:

- Model personal accountability, responsibility, inclusion, boundary setting and initiative.
- Demonstrate safety practices, problem solving, crisis intervention skills, critical thinking, and active listening.
- Engage with clients from a trauma-informed perspective.
- Orient new residents to the program/agency services and expectations
- Complete a Domestic Violence Risk Assessment with client.
- Assist clients in the development of a Personal Service Plan and Safety Plan.
- Assist clients in the development of a Personal Budget.
- Assist clients in developing/maintaining good hygiene, nutritional and household management practices.
- Assist clients in developing strategies to overcome barriers to independence, resiliency, and autonomy – personal, housing, legal, financial, physical/health, educational.
- Present clients with researched information to increase client's ability to make an informed choice.
- Where required seek collaborative service opportunities both intra and inter-agency to assist clients.
- When appropriate and in accordance with the Personal Service Plan, facilitate referrals to community resources.
- Participates in integrated case management meetings as required.

- Provides support to Second Stage clients.

Support for Program

- May oversee the operation of residence in the absence of the Program Manager.
- Maintain reports such as statistics, logbooks, and daily activities.
- Responsible for ensuring home management tasks are completed in a timely and consistent manner.
- Ensure bedrooms are thoroughly cleaned prior to assigning to a new resident.
- Maintain household laundry.
- Clean and maintain common living areas.
- Completes rotational cleaning duties as assigned.
- Monitor and ensure adequate supplies, including food, linens, and household cleaning supplies are maintained.

Support for staff

- Assists Program Manager with orientation, training, work direction, guidance and support to Transition House Support Workers.
- Clarifying policy and procedures.
- Reviewing completion of work tasks/service expectations.
- Scheduling workers and oversees staffing schedule.
- Provides input into Transition House Support Workers' performance evaluations and probation reviews.
- Performs other related Agency duties as directed by Program Manager.

Education, Training and Experience:

- A college diploma from a recognized institute with emphasis on social services.
- 2+ years social services experience, preferably with women, children and/or youth.
- Direct experience working with women and children who have experienced violence an asset.
- A current specified First Aid Certificate, including Children's First Aid
- Trauma Informed Care Training.
- Harm Reduction Training.
- Crisis Intervention Training.
- Indigenous Awareness Training.
- LQTBQIASP+ Awareness Training.
- We use an agency-wide recording and data computer program – successful candidates will have basic computing skills and the ability to quickly learn this program.

Job Skills and Abilities:

- 2 years experience in supervisory role.
- Able to work well in a stressful environment with adult women and their children (age birth to 18 years) who are in crisis and have experienced physical, sexual and/or emotional abuse.
- Knowledge of ancillary systems involved in domestic violence; legal system, community advocates, applicable legislation, practices, and policies of MCFD, local resources.
- Extensive knowledge in the field of domestic violence
- This position requires to work in a stressful environment, often dealing with clients in crisis situations, which are or have experience physical, sexual and emotional abuse.
- Demonstrated non-judgmental compassion, empathy, initiative.

- Positive, supportive team player with pleasant personality.
- English proficiency required, with strong communication skills both orally and in writing, including strong notetaking and documentation skills and detail-orientation.
- Proficient in MS Office and videoconferencing.
- Able to occasionally work outdoors (e.g., snow removal, walking with clients, etc.)
- Able to do cleaning (e.g., staff washroom, sweeping, garbage removal, snow remover, dishes, cooking, etc.).
- Strong organizational, time management, critical thinking, and decision-making skills
- Ability to assess needs, strengths and challenges in self and others.
- Ability to work with minimum supervision while working in a team setting.

Additional Information:

- Criminal Record Check required, including Vulnerable Sector Screening mandatory
- We use an agency-wide recording and data computer program

This position will require union membership.