

Job Posting

Position: **Transition House Support Worker (Casual)**
Shift Schedule: Varies
Hours Per Week: Varies
Grid Level: 10
Wage Range: \$22.68-\$25.19 (increase wage pending)
Department: Transition House Program
Reports to: Program Manager
Closing Date: TBD
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 Transition House Support worker falls into three general categories: Direct Client Service Delivery, Household Maintenance, and Program Administration.

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.

Household Maintenance:

- Role model maintaining the facility as safe, clean, and hygienic.
- 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.

Program Administration:

- Screen potential clients for suitability.
- Respond to crisis calls by providing support and/or information.
- Maintain accurate records – logs, statistics, client files, schedules.
- Liaise with related professionals and community partners.
- 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.
- Specialized training in trauma-informed care and harm reduction
- 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

Job Skills and Abilities:

- 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
- 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
- We use an agency-wide recording and data computer program

This position will require union membership.