

**Job Title:** Transition House Team Lead  
**Program:** Women Services - Cranbrook  
**Reports to:** Director of Women and Youth Services  
**Last Updated:** Jul 27 2023  
**Classification:** Bargaining Unit Excluded

**JOB SUMMARY:** Reporting to the Program Director, the Team Lead is to oversee the day-to-day operations and provision of services within the transition house. The Team Lead provides support and consultation to the staff team to ensure the women and children receive the highest level of service delivery. This position requires the ability to work with individuals from diverse economic, cultural and social backgrounds. Working hours may vary with alternating shifts and may include evenings, weekends or extended hours.

**QUALIFICATIONS:**

- Diploma or Degree in related human or social services field.
- Minimum three years' experience related to human or social services field, which includes one year of supervisory experience or a combination of education, training and experience.
- Thorough knowledge of the issue of violence and abuse against women and children, community resources and counselling approaches.
- Demonstrated teamwork, leadership and supervisory skills in a unionized environment.
- Well-developed planning, organizing, controlling and administrative skills.
- Ability to function independently while managing stressful and emergency / crisis situations
- Excellent oral, written, facilitation and interpersonal communications skills.
- Clear criminal record
- Valid BC Driver's License required with clean Driver's Abstract.
- Valid First Aid Certificate.
- Valid Food Safe Certificate

**Key Duties and Responsibilities:**

- Responsible for the day-to-day operations and provision of services for Kootenay Haven Transition House. Schedule program staff to ensure 24/7 coverage; provide up to date information to staff; coordinate staff duties; provide guidance and training regarding work responsibilities; facilitate meetings; provide case management services to residents and delegate duties to team members and maintain clear boundaries between roles; and share on-call supervisor duties with other Team Lead(s) and Program Director.
- Assist the Program Director with the hiring, orientating, training, supervision, evaluation and discipline of staff and practicum students.
- Provide high quality, fair, consistent, relevant, accessible and direct services to residents including crisis intervention, advocacy-based counseling, legal and medical advocacy, information, resources and referrals, safety planning and other supportive services.
- Provide information, assistance, conflict resolution, crisis intervention and risk assessment for residents, Women's Shelter and Help Line (AKA crisis line) and callers.
- Engage in on-going education on the issue of violence and abuse against women and children to support staff and residents in a professional, solution-focused manner.
- Ensure effective service delivery is consistent with CARF standards, the Association's mandate and policy, legal, contractual, budgetary and other requirements.

- Review files to ensure they meet CARF and program standards.
- Diligently complete required paperwork on all residents and agency services, enter data, compile reports and statistics, analyze trends, identify issues and make recommendations to resolve issues.
- Review and assess the suitability of referrals to internal and external programming and the suitability of extensions in stay
- Responds to women's requests and/or concerns, in consultation with the Program Director and transition house team as deemed necessary
- Ensure housekeeping services such as laundry, housecleaning, grocery shopping and maintaining supplies are completed; order supplies / groceries within a prescribed budget; and maintain petty cash fund, record and submit receipts.
- Participate in internal and external committees and fundraising events, maintain effective relationships with community groups, liaise with community organizations to promote and coordinate provision of services, resolve program delivery issues, exchange program information or provide information on the operation and use of the Kootenay Haven Program.
- Performs other related duties as required.

By signing, I agree to the above duties and responsibilities \_\_\_\_\_ Date \_\_\_\_\_  
Employee Signature mmm-dd-yyyy