

- **Position:** Outreach Case Worker – Full-time, 37.5 hours per week
- **Location:** Kelowna
- **Wage:** \$29.85 - \$34.25 per hour
- **Hours:** 8.30am-4.30pm, Mon-Fri with some flexibility required.
- **Benefits:** Comprehensive benefits package

The Central Okanagan Emergency Shelter Society (COESS), operating as Kelowna Women's Shelter (KWS) since 1980, provides a wide range of programs and services, with a focus on the education and prevention of domestic abuse while offering support programs and services for women and children, during and following an abuse crisis.

Kelowna Women's Shelter is currently recruiting a full time Outreach Case Worker to provide support services, apply case management expertise and develop community programs for women and children fleeing domestic abuse. This position is based out of the Kelowna Transition House but requires travel across the Central Okanagan (Peachland to Lake Country) to provide support services where they are needed.

Reporting to the Manager, Programs and Services this position is responsible for:

- Full case management services to women who are experiencing domestic abuse. Based on a women centered approach, this service includes, intake, needs assessment, service planning and delivery, monitoring and evaluating success. (Approximately 20 cases per Outreach Case Worker)
- Ensuring case management documentation and program information are maintained in an accurate, timely, professional, and confidential manner, meeting KWS, funder, and sector standards.
- Fostering positive relationships with women based on patience, empathy, dignity, mutual respect, and confidentiality.
- Developing safety plans with the women to minimize risk and assist women to create and develop their own support networks and connections.
- Facilitating community partnerships with an aim towards aligning a coordinated, women-centered community support system for women and children.
- Assisting women in creating and developing their own support networks and connections.
- Driving women to appointments such as housing interviews, court dates, and medical appointments as required.
- Presentations and participation in public awareness activities.
- Performing other related duties as required.

Qualifications:

- Post-Secondary diploma in Human Services, Social Work, Psychology, or related field.
- Minimum of three years' experience in a similar organization/sector.
- Valid BC Driver's License, own vehicle in safe and good running order, and satisfactory completion of a criminal record check - vulnerable sector.
- Current drivers abstract required.
- Standard First Aid Certificate and CPR level B.

Skills and Abilities:

- A good working knowledge of domestic abuse and its impacts, and of relevant community resources.
- Skills in advocacy, crisis intervention, risk and ongoing assessments based on the needs of women and their children fleeing domestic abuse.
- Expertise in case management.
- Demonstrated ability to build relationships within the community, partnering organizations and services.
- Ability to provide service in a respectful, empathetic, and woman-centered manner while maintaining appropriate personal and professional boundaries.
- Ability to work independently and in a self-directing manner as well as the ability to work in a cooperative and collaborative manner with the transition house team and other community agencies.
- Ability to engage with diverse populations in a respectful and culturally responsive manner.

This position requires Union membership.

A comprehensive benefits package is included after successful completion of the probationary period.

Please apply here – [Kelowna Women's Shelter](#)

This posting will remain open until a suitable candidate is found. We thank all those who express interest in this opportunity however only those short-listed will be contacted.