



## **Casual Women's Support Worker**

**Competition #:** 2024-10

**Location:** Ishtar Transition Houses

**Pay Rate:** Grid Level 11, \$27.54 - \$31.61

**Hours of Work:** Any of the morning, evening, and overnight shifts during the week or weekend

**Reports to:** Residence Coordinator

**Closing Date:** July 04, 2024

**Job Summary:** 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.

### **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.
- 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 using Microsoft office suite and other relevant databases.



- Maintains confidentiality of clients and clients related information.
- Accompanies and drives clients as required. Picks up donations and groceries as required.
- Orients and assigns duties to volunteers/practicum students.
- 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.
- This position requires union membership upon employment.

Please send your cover letter and resume in one PDF document to [Employment@ishtarsociety.org](mailto:Employment@ishtarsociety.org) with subject line Competition10-WSW. No phone calls, please. We thank all candidates for their interest; however, only those applicants selected for an interview will be contacted.