



TEAM LEAD - Job Description

Position Title:	TEAM LEAD
Reports to:	House Managers & Director of Housing, Programs, & Services
Classification:	Entry Level Supervisor
Job Location:	Ann Davis Transition Society in Chilliwack – multiple worksites
Position Type:	Full-time – 35 hrs./week
Starting Wage:	\$31 per hour

Interested candidates please send a copy of their updated resume/cv with a cover letter to hr@anndavis.org

Ann Davis Transition Society is searching for a qualified applicant to become part of our team! The TEAM LEAD creates a welcoming and safe environment for the residents of an Ann Davis Transition Society safe house. The TL provides emotional support, goal planning, advocacy, crisis intervention, safety planning and offers resources and referrals to women (including transgender women) and children. The TL contributes to administrative and overall safety and facility responsibilities of the safe houses. The safe houses operate 24 hours 7 days per week. This position supports the needs of the programs and managers – the shifts per week may change to meet these needs. The TL will need to have an adaptable and flexible schedule.

Duties and Responsibilities

- Supports frontline staff to screen prospective residents for suitability prior to admission. Supports frontline staff to conduct intake interviews. Orients and assists residents to settle in the house.
- House tours and Hourly Room checks.
- Maintaining record of Client data, client chores, client meal attendance/shifts.
- Maintaining all the required Binders
- Has been completely trained and using Database (Has access, has done database trainings, videos, and binders)
- Takes care of the Cleaning Procedures
- Observe Starting/Ending Crossover
- Grocery Card and Expense sheet maintenance
- Gets the Client Evaluations filled and submitted prior to client leaving the house
- Supports frontline staff to assess residents' immediate needs and assists them to define and implement an action plan. Provides information to residents on resources available and recommends appropriate services.
- Monitors and ensures the safety and comfort of residents & staff, and the security of the facility. Facilitates resolution of conflicts between residents.
- Supports frontline staff to provide emotional support, encouragement, goal setting and problem-solving support to residents. Facilitates house and/or support group meetings.
- Liaises with other service agencies and professionals. Maintains current knowledge of issues and resources related to abuse and violence. Provides presentations and public awareness activities about services and issues of abuse.



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- Supports frontline staff to provide support for individuals with complex mental health and substance misuse.
- Able to be comfortable interacting with and providing service to high barriered women that may have acted out behaviors.
- Ensures housekeeping services such as laundry, housecleaning, grocery shopping and maintaining supplies are completed. Orders supplies/groceries; performs minor maintenance.
- Coaches/models crisis intervention and risk assessment for frontline staff to provide support to residents and crisis line callers. Provides information, advocacy for and assistance to residents and crisis line callers.
- Maintains case notes, resident records, documents, forms, and statistical information.
- Orients and assigns duties to volunteers/practicum students.
- Accompanies and/or transports residents to outside services.
- Performs other related duties as required.
- Be aware of Policy and Procedures, Emergency Procedures and Safety Plan
- Mentor practicum students alongside the House Managers using job shadowing.
- Provide job shadowing to new Crisis Intervention Workers alongside the House Manager.
- Strong working knowledge and experience in crisis intervention, and the ability to maintain a calm and reasonable attitude in times of stress or crisis.
- Ability to recognize personal stress in and from the work environment.
- Working knowledge of the local, provincial, and federal legislation and regulations relevant to the work. Large knowledge of local resources is an asset.
- Good organizational, time management, and prioritization skills
- A strong feminist analysis of violence against women which addresses the understanding of power and its interconnections among gender, race, culture, class, physical ability, sexual orientation, and age as well as all forms of oppression based on the experience of colonization, religion, ethnicity, and heritage.
- Experience providing direct service to victims of abuse.
- Strong morals and ethics, sound judgment and reasoning skills, along with a commitment to discretion, privacy, and confidentiality.
- Display and model appropriate employment expectations for all staff and students working at ADTS.
- Promote a positive image of the Ann Davis Transition Society to the public.
- Assists the House Manager with managing daily operations, scheduling, and maintenance of the worksites.
- Share direct support to frontline staff through incident advice and ongoing debriefing sessions post-incident with the Management team.
- Provide Naloxone training and be prepared to administer Naloxone in an overdose situation.
- Strong computer literacy including Microsoft Office and databases.
- Professional level of verbal, written, and interpersonal communication skills.
- Participate in various internal and external committees, working groups, associations and attend all safe house meetings.
- Be familiar with all Ann Davis Transition Society emergency and evacuation procedures.



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Qualifications

- Education in a related human / social service field.
- Experience in a low barriered environment
- One (1) year recent related experience. Or an equivalent combination of education, training and experience. Supervisory experience is considered an asset.
- Class 5 Driving License and Drivers Abstract
- Current CPR C and First Aid Certificates.
- Naloxone certificate or willing to take training.
- Vulnerable sector criminal record check.
- Class 5 Driving License
- Demonstrated ability to work under pressure, multi-task conflicting demands, meet deadlines, and work independently.
- Demonstrated knowledge of the impacts of physical and emotional abuse, mental health, homelessness, and poverty – including how to support from a person-centered, trauma-informed approach.
- Willing to take Train the Trainer trainings as needed to support the growth and training needs of the organization
- Will participate in a rotating, paid on call system as part of the Management team
- Provide a clean ICBC driver's abstract upon hire; then every three (3) years while employed.

STATEMENT OF DIVERSITY

The Ann Davis Transition Society, as an award winning and leading non-profit organization, respects diversity and fosters social inclusion. We strive to deliver inclusive service, affirming the dignity of those we serve regardless of heritage (race, ethnicity, culture, nationality, linguistic origin, place of origin, citizenship, color, ancestry), education, beliefs, creed (religion, faith, spirituality), gender, gender identity, age, sexual orientation, physical or mental health, physical or cognitive capabilities, socio-economic status and political belief.

The Team Lead will follow the Code of Ethics and the Mission Statement of the Ann Davis Transition Society.



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