

**Prince George & District ELIZABETH FRY SOCIETY
Transition House Worker
Job Description**

Job Summary:

Transition house Workers provide services to women and their dependent children who are or could be at risk of abuse, threats, and/or violence. This position will carry the responsibility of providing a safe and supportive living environment where the women can feel free to seek crisis intervention and referral support. This provides crisis intervention, referrals, advocacy, information, education and support to residents and telephone crisis callers. This position requires an ability to work in a stressful environment. Transition House Workers are often dealing with clients working through difficult situations.

Hourly Wage:

As per the Collective Agreement
Grid Level 10

Reports to:

Transition House Program Coordinator

Key Duties and Responsibilities:

- Strong ability to conduct client intake and assessment
- Excellent understanding of the dynamics of abuse and gender violence
- Ability to assess residents' immediate needs and assist them to define and implement an action plan.
- Ability to monitor and ensure the safety and comfort of the women and children residents and the security of the facility.
- Strong ability to maintain confidentiality and demonstrate a high degree of professional boundaries.
- Excellent ability to provide emotional support to clients through active listening, and validating client's emotions through an empowerment lens.
- Good knowledge of other community services and resources and ability to provide appropriate referrals to clients.
- Excellent ability to provide crisis response and intervention/support.
- Knowledge and experience working with individuals facing multiple barriers
- Ability to work with diverse clientele
- Good group facilitation skills and knowledge
- Ability to be flexible and respond to phone calls and walk in clients in crisis situations
- Strong knowledge about the dynamics of abuse, sexual assault, historical sexual abuse, criminal harassment.

- Proficient computer literacy including database programs and strong record keeping skills
- Ability to maintain accurate, and appropriate file notes
- Excellent written and oral communication skills
- Seek appropriate and timely managerial supervision and debriefing.
- Valid Class 5 BC Driver's license and use of own vehicle for transportation if required.
 - Ensures housekeeping requirements such as laundry, housecleaning, grocery shopping and maintaining supplies are completed. Orders supplies/groceries and performs minor maintenance.
 - Maintains case notes, resident records, documents, forms and statistical information.
 - Informs the coordinator of all internal challenges, problems and changes;
 - Orients and assigns duties to volunteers/ practicum students.
 - With approval from the coordinator, accompanies and /or transports residents to outside services
 - To perform other related duties as directed.

QUALIFICATIONS:

Education, Training and Experience:

- A minimum of a diploma in Human/Social Services or related field
- At least six months related work experience, working within a feminist framework
- Experience in the community social services sector and working knowledge of community-based programs and related provincial and community supports
- Current Standard First Aid Certificate
- The ability to undergo a successful criminal record search and vulnerable sector search
- Strong cultural competency and socially inclusive practice.
- Completion of Transition House Core Modules are required, or successfully completed within 60 days of hire
- Naloxone Training Certification
- WHIMIS certification
- FOOD SAFE Certification

Counselling and Intervention

- provide information to women regarding their options;
- provide crisis counselling to women;
- encourage women to make their own decisions;
- listen non-judgmentally;
- maintain appropriate boundaries;
- validate women's experiences;
- use self-disclosure carefully and appropriately;
- make appropriate referrals;
- report suspected or witnessed child abuse;
- intervene in abusive situations between adults and children;
- role model appropriate behavior;
- provide appropriate intervention strategies;
- establish realistic expectations
- maintain confidentiality outside the Shelter;
- keep up-to-date on community agencies and referral sources encourage independence and self reliance;
- facilitate groups/meetings when necessary;
- establish a safety plan if appropriate;
- ensure women understand confidentiality limitations, house rules, and liability;

Direct Service Delivery

- complete intake and assessment of women who may be entering the Shelter;
- participate in shopping for the house;
- participate in housekeeping;
- respond to maintenance problems in the house such as plumbing, heating, shoveling, phone repairs, and contact appropriate persons;
- ensure that women and children participate in the day-to-day operations of the home such a cleaning and cooking;
- provide transportation and accompaniment to appointments as outlined in our policy and procedure manual;
- establish a positive, helpful environment by interacting informally with women and children throughout the day;
- advocate for women with the justice system, social service system, and health system when necessary;
- assist women with practical aspects of filling out and sending in forms (Legal Aid , Victim Impact Statements, Criminal Injuries compensation B.C. Housing);
- explain family and criminal law procedures;
- when appropriate confront inappropriate behavior in a professional, compassionate manner;
- mediate conflicts between women, children, and/or staff when necessary;

Office Procedures

- maintain accurate, factual, up-to-date files on women and children;
- keep running record of daily occurrences in the log book;
- deal with mail and fax correspondences as necessary;
- access and update information on the computer;
- keep handouts up-to-date and photocopy as necessary;
- keep accurate mileage records;
- keep daily time sheet and submit bi-weekly;
- maintain statistical records;
- keep up-to-date on pertinent information and correspondence;
- complete incident report within 12 hours of incident as directed in our policy manual;
- read log at beginning of each shift;
- read client files regularly and make entries when appropriate;

Professionalism

- attend staff meetings regularly as directed by Shelter Manager;
- attend community meetings as directed by supervisor;
- always act in the best interest of the agency and the women and children it serves;
- attend training and workshops as directed by the Shelter Manager and/or Executive Director;
- give respectful, appropriate and accurate feedback to coworkers and supervisors;
- accept and encourage feedback from coworkers and supervisors;
- participate as a cooperative, helpful team member;
- engage in supervision/consultation with Shelter Manager;
- establish and maintain a professional approach to liaison with workers in significant community agencies and organizations;
- maintain a professional manner with all persons you meet through the agency;
- participate in additional activities as directed by supervisor.