Sunshine Coast Community Services
Caring since 1974

Job Description
Women's Support Worker, Yew Transition House

Summary:

The Women's Support Worker at Yew Transition House creates a welcoming and safe environment for the participants of Yew Transition House (YTH). The Women Support Worker provides emotional support, safety planning, advocacy and referrals to women (including trans women) and children residents, and contributes to administrative and facility responsibilities of the House. The House operates 24 hours 7 days per week. This position provides coverage, at times with little notice of regular 8.5 hour staff shifts on the 24/7 rotation and other work hours as needed. This position reports to the Yew Transition House Coordinator and requires membership with the BC Government Employees' Union (BCGEU).

Key Duties and Responsibilities:

- Welcomes and orients women and children to the house so they feel safe and at ease by providing opportunities to identify, express and understand their feelings regarding violence and family separation.
- Provides individual emotional and practical support to women of all ages as needed by phone, through follow up/outreach when possible, and in the House.
- Responds to the 24 hour access phone and documents conversations as per protocol.
- Accompanies residents to appointments when appropriate and necessary.
- Meets with women seeking shelter services, assesses suitability, offers support, safety planning, resources, referrals and conducts intake procedure if appropriate and eligible for shelter services.
- Assists residents in developing and implementing a plan to secure housing/accommodation after their leaving date.
- Collaborates with other YTH team members regarding daily administrative tasks to ensure efficient and effective operations and service delivery.
- Uses available communication tools consistently to ensure continuity of service, safety of residents and staff and operations of the House.
- Ensures the smooth operations of the house by performing operational duties including, but not limited to, shopping, stocking the pantry, yard work, donations management and basic housekeeping.
- Provides residents with knowledge of community resources and refers participants to appropriate services; coordinates with other service providers as needed to promote enhanced safety of participants.
- Ensure participants' files and related record keeping are up-to-date, accurate and secure.
- Collaborates with the Program Coordinator to ensure participants have opportunities to be engaged in program oversight, development and implementation.
- Consistently and effectively uses team communication tools such as log books, files, forms, cross-over, etc.
- Provides crisis intervention as needed, as well as manages conflict among participants proactively through facilitating participant meetings and resolution as needed.
- Ensures effective service delivery consistent with agency mandate, policy, meeting all legal, contractual, financial and other compliance requirements.
- Implements and adheres to Ministry of Child and Family Development (MCFD) legislation, all YTH and SCCSS policies, procedures, protocols, philosophy and objective statements.
- Supports the mission, vision and values of SCCSS.

Qualifications:

- Post-secondary degree in a related field an asset, or the equivalent in education and experience.
- Experience working directly with women and children of all ages.
- Availability to accommodate a variety of 8.5 hour shifts including days, evenings, overnights and weekends.
- Demonstrated ability to be non-judgmental and provide supportive relationships with residents without imparting personal values or preferences.
- Experience working with a diverse population with a demonstrated ability to communicate with participants in a non-judgmental and empathetic manner while setting and maintaining boundaries.
- Experience applying a feminist analysis of gender violence as it affects children, women and trans folks.
- Solid understanding of the systemic issues that need to be addressed in order to decrease violence against women and children.
- A trauma-informed practice approach.
- Knowledge of family systems and culturally competent practices.
- Good working knowledge of the local, provincial, and federal legislation and regulations relevant to the work.
- Experience supporting people with varying levels of mental health and substance use.
- Experience providing crisis intervention an asset.
- Valid driver's license and reliable vehicle is required to provide transportation to clients.
- Proven ability to work collaboratively across programs and with community partners.
- First Aid Certification.
- Successful results of criminal records check.
- Strong computer skills in Microsoft Office suite.

Working Conditions

- This position works primarily in a communal residential environment that includes a common room, kitchen, play area, and garden, but also may include work in the community and in a vehicle transporting clients.
- This position may work alone or with minimal supervision.

Physical Requirements

- Lifting and moving of recreation, office, household supplies and other related supplies/equipment.
- Basic household activities including grocery shopping, garden work, cleaning, general maintenance.
- Lifting and holding babies and children on occasion.
- Sitting and playing on the floor with infants and children on occasion.