

**Job Description
Family Support Worker
Thyme Second Stage House**

Summary:

The Family Support Worker creates a welcoming and safe environment for the participants at Thyme Second Stage Program. The Family Support Worker provides emotional support, safety planning, advocacy and referrals to women (including trans women) and their children, and contributes to administrative and facility responsibilities of the Program. This position works effectively and collaboratively with the staff team to deliver a Family Support Program that provides counselling, information and supports for decision-making. This position reports to the Thyme Second Stage Program Coordinator and requires membership with the BC Government Employees' Union (BCGEU).

Key Duties and Responsibilities:

- Initiates the search for, and interviews suitable applicant families in collaboration with other Thyme staff.
- Welcomes and orients women and children to the program so they feel safe and at ease by providing opportunities to identify, express and understand their feelings regarding violence and family separation.
- Assists new participants to develop a program plan, including goals for their families and monitors their progress.
- Accompanies participants to appointments when appropriate and necessary.
- Assists participants in developing and implementing a plan to secure stable, suitable and affordable housing/accommodation.
- Collaborates with other Thyme 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 Program.
- Works with families to strengthen their conflict resolution and interpersonal skills with a focus on respect for individual differences.
- Facilitates and develops materials for a participant directed/participant centered weekly women's support group.
- Ensures the smooth operations of the program by performing operational duties including, but not limited to, shopping, stocking the pantry, yard work, donations management and basic housekeeping.
- Provides participants 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, team meetings, cross-over, etc.
- Provides support to ex-participants as requested and when time permits.
- Ensures effective service delivery consistent with agency mandate, policy, meeting all legal, contractual, financial and other compliance requirements.
- Coordinates volunteer pick up of donations.
- Implements and adheres to Ministry of Child and Family Development (MCFD) legislation, all Thyme 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.
- Demonstrated ability to be non-judgmental and provide supportive relationships with participants 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.
- Strong 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.
- 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 is in a setting that is often very stressful, with staff dealing with ongoing conflict between participants.
- There is an element of risk when we have participants staying whose ex-partners have a dangerous/criminal history & they find out where she is.
- This position works alone with minimal supervision.

Physical Requirements

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