

# THE COMOX VALLEY TRANSITION SOCIETY

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## JOB DESCRIPTION

<b>Job Title:</b>	<b>Community Facilitator</b>
<b>Status:</b>	Union
<b>Classification:</b>	Integrated Adult Youth and Child Worker and Victim Service Worker
<b>Grid Level:</b>	11, JJEP Wage Grid

### Summary:

Under the supervision of the Community Connect Coordinator, the Community Facilitator is based in the Outreach Office and the warming center, provides assistance to clients of CVTS who are presenting a variety of issues including but not limited to violence, homelessness and poverty. This individual facilitates problem solving, accessing information and referrals. Provides support, accompaniment, and transportation assistance. Assists clients in setting goals and safety planning.

### KEY DUTIES AND RESPONSIBILITIES:

#### A. Client Services

- In collaboration with the Program Coordinator hosts the Drop-in warming center and other drop-in groups as required.
- Provides crisis support, information and referrals to clients attending Drop-in. Supervises Drop-in in the absence of the Program Coordinator.
- Assesses client's presenting problems, risk/safety factors and needs. Refers when appropriate, completes required documentation, maintains client files; informs clients of policies, procedures, including confidentiality and privacy policies, and the Agency's legal reporting obligations.
- Uses basic counseling methods such as: active listening, conflict resolution, and basic psycho-educational techniques to support clients in resolving identified problems and setting goals.
- Assists clients in identifying their own goals and objectives and incorporates these into individual support/action plans; assists clients in the development of safety plans.
- Provides advocacy, accompaniment and transportation to clients as needed and resources permit.
- Works cooperatively with staff and volunteers of other CVTS programs and staff of other agencies and ministries to achieve goals.
- Informs RCMP of any immediate threats to the safety of persons as required in collaboration with the Program Coordinator, as necessary.
- Monitors the safety and security of clients accessing services, takes appropriate actions, and informs co-workers of any safety or security issues that arise.
- Other duties as required.

#### B. Program Administration

- Develops and maintains resource materials, videos, pamphlets, library and handouts.

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- As required by the Community Connect Coordinator, maintains appropriate documentation, client's records, statistics

## **C. Community Role**

- Initiates referrals and liaisons with community agencies as required based on client's case and where indicated.
- Participates in community coordination activities as directed by the Program Coordination.
- Represents the society positively and professionally in the community.

## **D. Organizational Role**

- Maintains current knowledge of and complies with Comox Valley Transition Society mission, policies, procedures and standards of practice.
- Maintains confidentiality of information gained as a result of employment with the agency.
- Adheres to the philosophies, policies, procedures and Code of Ethics of CVTS.
- Practices feminist perspective as defined by CVTS.
- Participates in regular staff meetings and supervision meetings.

## **E. Education, Training and Experience**

- Human Service Worker certificate, or diploma in a related human/social service field.
- One-year recent related experience or an equivalent combination of education, training and experience.

## **F. Skills and Knowledge**

- Training in crisis intervention, safety planning,
- Knowledge of issues related to homelessness, problem substance use, harm reduction, trauma, mental wellness, poverty
- Experience and/or training dealing with violent or aggressive people.
- Current knowledge of community programs and services and related provincial support systems
- Proven ability to work with tact and diplomacy with service providers in the community
- Demonstrate a level of cultural sensitivity and understanding of the client population's cultural and socio-economic characteristics.
- Accept clients' rights to self-determination and individuality, and must not discriminate on the basis of race, ethnicity, language, religion, marital status, gender, sexual orientation, age, abilities, socio-economic status, political affiliations, or national ancestry.
- Knowledge of the justice system, health services, child welfare system and other related statutes.
- Ability of work independently and take initiative.
- Excellent verbal and written communication skills.
- Conflict resolution skills.

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### **G. Other**

- Must have a vehicle in good operating condition and a full class 5 BC driver's license.
- Valid Level I First Aid Certificate including CPR.
- FoodSafe certification
- Clear Criminal Record Check

### **L. Working Conditions**

- This position is required to work in a stressful environment often dealing with clients in crisis situations. Support is related to physical and/or emotional, mental, and/or sexual abuse, and/or drug and alcohol abuse. Managing emergency situations is an ongoing expectation of this position.
- A moderate physical fitness level is a requirement of this position since direct delivery of services may involve walking, standing, kneeling, lifting, etc.
- Must be available all hours the program operates.