

# THE COMOX VALLEY TRANSITION SOCIETY

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## JOB DESCRIPTION

**Job Title:** Crisis Intervention Support Worker (CISW)  
**Status:** Union  
**Classification:** Adult Youth and/or Child Worker, Transition House Worker  
**Grid Level:** 11, JJEP Wage Grid

### Summary:

Under the supervision of the Transition House Coordinator, the Crisis Intervention Support Worker works at the transition house as a member of a team providing information, support, and referrals to women and their children who are in or have left an abusive relationship.

### KEY DUTIES AND RESPONSIBILITIES:

#### A. General

- 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.
- Abides by Comox Valley Transition Society's code of ethics.
- Practices feminist philosophy as defined by CVTS.

#### B. Crisis Intervention/Support, Counselling and Advocacy

- Provides crisis support and information through the crisis line and individual counseling, to women victims of abuse, residing in the transition house and in the community.
- Assesses eligibility of women requesting service; considers the presenting problems, risk/safety factors and needs of prospective clients. Completes the intake process; completes the required documentation and maintains client files; informs residents of policies, procedures and the Agency's legal criminal reporting obligations; assists clients to settle into the transition house once admitted.
- Uses basic counseling methods such as, active listening, conflict resolution, basic group counseling and basic psycho-educational techniques to support clients in resolving identified problems, needs and risks.
- Develops and implements short-term intervention plans, related to identified issues, within established program guidelines. Assists clients in identifying their own objectives and incorporates these into the individual support plans; supports and guides women clients during their stay in the transition house.
- Informs Transition House Coordinator and/or Child Support Staff and other relevant staff of any child protection issues.
- Informs RCMP and/or Child Protection Services of any immediate threats to the safety of persons accordingly. Initiates and prepares Child Protection reports for submission to government agency, in collaboration with the Transition House Coordinator and/or the Child Support Worker, as is necessary.
- Facilitates daily resident meetings and mediates conflicts.
- Supports mothers in meeting the needs of their children; works with the Child Support Worker to implement and evaluate the effectiveness of intervention plans and to resolve problems
- Addictions: Completes admission process, supports and monitors detox and supportive recovery clients; functions as part of a team with the Substance Abuse Intervention Nurse and outside

agency addictions counselors to support women through their treatment and recovery process.

- Acts as an advocate for the resident while living in the residence and, as appropriate, provides follow-up support upon leaving the residence.

### **C. Information and Referrals**

- Provides clients with information about abuse.
- Provides clients with information about legal, financial, counselling, and other services within the agency and community.
- Informs clients of interagency advocacy services and refers at their request.

### **D. Record Keeping**

- Maintains accurate records on clients. Ensures that all required documentation is complete. Reports and discusses case planning, concerns and operational issues with supervisor and other program staff in a timely manner.
- Prepares monthly statistical reports for submission to government ministry.
- Records all incoming and outgoing phone calls.
- Monitors and reports use of medication by clients.

### **E. House Maintenance**

- Maintains orderliness and cleanliness of house.
- Familiarizes residents with chore list and ensures chores are completed. Assists residents who are injured or disabled, as needed.
- Informs Transition House Coordinator of needed supplies and repairs in a timely manner.
- Ensures adequate groceries are available, either by shopping or providing a list for a volunteer, based on agency standards and with approval of the supervisor.
- Performs cooking and food preparation as needed.
- Performs yard work and other related duties as required i.e., lawn-mowing, weed maintenance etc.

### **F. Security**

- Monitors the security of all residents, visitors, and the house, takes appropriate actions, and reports accordingly any security issues that arise.
- Informs Transition House Coordinator, Outreach Office and RCMP of any high-risk situations

### **G. Other**

- Assists in orientation and training of new staff, practicum students, and volunteers.
- Attends team meetings and educational opportunities sponsored by the CVTS.
- Performs other duties as required.

## **QUALIFICATIONS:**

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

- Relevant Diploma or undergraduate Degree, with one to two years relevant experience; Transition House Worker Training certificate with two to three years relevant experience, with training in human services, crisis intervention, support and knowledge of abuse issues and experience supporting women. Relevant experience noted above refers to working with women in abusive relationships in a supportive and counselling capacity.
- Training in Alcohol & Drug counselling from a recognized post-secondary program and related experience in supporting women.
- Valid Level I First Aid Certificate including CPR.

- Crisis intervention in a residential setting (preferred).
- Working knowledge of substance abuse issues
- Experience and/or training dealing with violent or aggressive people.
- Current knowledge of legal issues and community resources.

#### **I. Job Skills and Abilities**

- Good written and verbal communication skills.
- Good organization and time management skills
- Effective interpersonal communication skills.
- Knowledge of group process and facilitation techniques
- Interviewing and counselling skills.
- Ability to use all equipment needed to fulfill duties.
- Conflict resolution skills.
- Possesses and is able to apply a feminist perspective as defined by the CVTS.
- Demonstrates respect for the individuality, privacy, and decision-making process of each client.
- Consistently demonstrates courtesy, tact, and patience with clients, staff and volunteers.
- Flexible about ideas and belief systems.
- Works as part of a team.
- Uses sound judgment.
- Copes with stress effectively and practices self-care.

#### **J. Professional Development:**

- Maintains current knowledge of issues related to the abuse of women and children and the position demands.
- Continues to upgrade education and skills through staff in-services and approved continuing education programs.
- Takes responsibility for professional development in addition to what is offered by the CVTS.

#### **K. Other Requirements:**

- Full and valid BC driver's license and access to a vehicle in good working order.
- Relevant Criminal Record clearance.

#### **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. Positions are required to work outside normal office hours, with hours scheduled around the 24-hour clock and including weekends.
- Physical Demands: ability to perform housework and yard work duties. Ability to lift small children or items of similar weight. Ability to assist clients who are injured, disabled or unwell.
- A moderate physical fitness level is a requirement of this position since direct delivery of services may involve walking, standing, kneeling, lifting, etc.