

THE COMOX VALLEY TRANSITION SOCIETY

JOB DESCRIPTION

Job Title: Women's Support Worker (WSW)
Status: Union
Benchmark: Adult Youth and/or Child Worker
Grid Level: 11, JJEK Wage Grid

Summary:

Under the supervision of Darry's Place Coordinator, the Women's Support Worker as a member of a team providing access to safe, secure, and confidential services to women and their children who are at risk of violence or have experienced violence. Services include short-term housing, information and support for decision making referrals to other services, links affordable housing, life skills development which will move families towards life that is free of violence and thriving.

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 the privacy and confidentiality of information gained as a result of employment with the Society and understands the limits of confidentiality.
- Abides by Comox Valley Transition Society's code of ethics.
- Possess and ability to apply a feminist perspective as defined by CVTS.

B. Initial Contact Services

- Gathers information relevant to the client's needs and risks by completing an intake interview, including:
 - Initial safety assessment and short-term plan
 - Discussion of the women's immediate needs
 - Discussion of current service availability
- Develops and implements short-term, issue specific intervention plans withing program guidelines in consultation with the program coordinator. Makes referrals to appropriate shelter or housing if the women desires/requires housing but cannot be accommodated at the time of initial contact.
- Outlines the services provided by the program and the agency. Provides information on and referrals to other community service providers, resources and professionals as required.
- Facilitating access to transportation out of the community where required for safety, as resources permit.
- Facilitating move in a move out of families and their belongings

C. Personal Supports for Women and Children – Case Management

- Provides emotional Support for Women and Children using techniques such as active listening, conflict resolution and basic psycho-educational methods to resolve identified problems, needs and risks.
- Provides skill building in areas such as parenting skills, anger management or self-management

techniques.

- Provides access to information and education regarding the dynamics and impact of Violence Against Women and children.
- Evaluates the effectiveness of the intervention plan, reports on clients' progress, and discusses related concerns with the coordinator to resolve identified problems and move towards defined objectives.
- Assistance obtaining key identification and documentation.
- Transportation, where resources permit
- Safety Planning
- Accompaniment to appointments where needed/desired.
- Liaises with and/or provides advocacy where appropriate to assist women in accessing external service providers, professionals and school personnel as required.
- Assists clients with applications, documentation, and scheduling to secure long – term housing.

D. Record Keeping

- Maintains accurate records on clients.
- Records statistical information as required by contract, funders, or Society.

E. Health and Safety/Maintenance/Security

- Responds to and takes appropriate corrective action on health and safety matters.
- Reports potential hazards or risks to health and safety.
- Participates in the janitorial tasks in common and staff areas of the building.
- Reports any maintenance issues as per policy and procedures.
- Complies with security, health and safety policies and procedures for the protection of Staff, Program Participants, Volunteers, Visitors, and property.

F. Other

- Provides guidance or assistance in such areas as program policy, work methods and procedures. Attends team meetings and educational opportunities sponsored by the CVTS.
- Performs other duties as required.

QUALIFICATIONS:

G. Education, Training and Experience

- Diploma in Human/Social Services field.
- Minimum of one years' relevant experience.
- Experience supporting women who have experienced violence or are at risk of violence and children.
- Valid Level I First Aid Certificate including CPR.
- Crisis prevention training and/or de-escalation training, non-violent intervention training.
- Indigenous awareness training
- Mental Health First Aid training
- Domestic Violence safety planning
- Substance Use awareness and safety training, including naloxone training.
- 2SLGBTQAI+ awareness training
- Trauma-informed practice training

- Suicide Assessment and Assistance Training
- Staff Self Care Training
- Motivational Interviewing Training

H. 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
- Ability to use all equipment needed to fulfill duties. e.g., Microsoft Office, cloud-based database, internet, camera, and alarm systems
- 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.
- Initiates and or engages in appropriate conflict resolution when required.

I. Other Requirements:

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

J. Working Conditions

- This position requires you 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.