

THE COMOX VALLEY TRANSITION SOCIETY

JOB DESCRIPTION

Job Title: Transition House Coordinator
Status: Union
Classification: Program Coordinator 2, Transition House Worker, Adult, Youth and/or Child Worker
Grid Level: 14, JJEK Wage Grid

Summary:

Under the direction and general supervision of the Executive Director the Transition House Coordinator is responsible for the supervision of staff and coordination of service delivery in the transition house program in accordance with the agency's policies and procedures and ensures that the goals and objectives of relevant programs are met. Functions as a team member.

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 CVTS code of ethics.
- Practices feminist philosophy as defined by CVTS

B. Operational and Program Coordination

- Coordinates the day-to-day operations of the transition house programs.
- Ensures the application of all policies and procedures. Provides input into policy development.
- Coaches, facilitates and supports the staff through the provision of services to residents.
- Develops operating procedures for transition house as required and ensures operations are consistent with policies and procedures.
- Establishes safety and security procedures, and ensures procedures are adhered to by staff.
- Maintains supplies of residents' grocery and hygiene needs and organizes shopping accordingly.
- Monitors safety and fire drill procedures. Supervises the maintenance of the house grounds and equipment.
- Provides direct service to clients; functions as a Crisis Intervention Support Worker (CISW) as needed.
- May accompany clients as an advocate.
- Serves on CVTS and community committees and attends meetings such as ICAT, VAWIR
- Participates in program development and provides recommendations accordingly.
- Liaises and maintains healthy working relationships with other agencies, including RCMP, MCFD, Income Assistance etc.

C. Supervision of Staff

- Contributes to the development of an orientation program and supports CISW's in the

orientation of new staff, volunteers and students to house operations and other relevant information.

- Participates in the planning and delivery of in-service training for staff.
- Facilitates case conferencing and team consultation for Intake Alerts
- Reviews all crisis calls and Incident Reports.
- Maintains records of employee performance and provides re-instruction to employees as necessary; completes employee evaluation forms and meets with individuals to discuss performance, in consultation with the HR.
- Supervises the staff and volunteers at the Transition House. Defines duties, assigns workload, and arranges schedules of transition house staff.
- Authorizes vacation and lieu days in compliance with collective agreement in consultation with the Executive Director.
- Reviews employee time sheets for submission to the Executive Director for approval and processing.
- Liaises with educational organizations e.g.: NIC, Discovery College etc., and supervises practicum students as required.

D. Financial:

- Operates and maintains petty cash.

E. Record Keeping and Reporting:

- Maintains appropriate records and ensures that all documents are accurate and complete.
- Prepares reports; (statistical and other) for inclusion with Executive Director's report to the Board of Directors.
- Contributes to the development of documentation and reporting systems to maintain accurate records and communication for the Transition House.
- Ensures the protection of confidentiality is maintained.

F. Professional Development:

- Maintains a current knowledge of issues related to violence against women and their children and of operational issues (i.e., Occupational Health and Safety responsibilities as a supervisor), and supervisory skills.
- Continues to upgrade education and skills through staff in-services and approved continuing education courses.

G. Hours of Work

- Participates in an Emergency Call Out Rotation with other coordinators/managers during out of office hours, covering both Lilli House and Amethyst House.

H. Other:

- Performs other related duties as required.
- Criminal record clearance.
- Full BC license and clean driver's abstract.

QUALIFICATIONS:

I. Education, Training and Experience:

- BSW or a combination of relevant education, training and a minimum of three years experience in a supervisory capacity.

- At least three years working experience in a Transition House.
- Training in Alcohol & Drug support/counselling from a recognized post secondary program and related experience supporting women.
- Coordination and supervisory experience in a unionized facility.

J. Job Skills and Abilities:

- Excellent oral, written, facilitation and interpersonal communication skills
- Demonstrated teamwork, leadership and supervisory skills
- Good time and general management skills.
- Demonstrates attitudes that are respectful and foster the spirit, dignity, individuality and decision-making process of residents.
- Ability to work effectively with program staff, volunteers and community groups, agencies and organizations.
- Ability to be flexible about ideas and belief systems.
- Separates personal life from work and client-related issues, coupled with an awareness of and commitment to work on personal issues.
- Ability to safely and efficiently operate all equipment associated with the duties of the position.
- In depth understanding of the dynamics of violence against women in relationships.
- Good interviewing and assessment skills.
- Knowledge of group process and facilitation techniques and experienced in their implementation.
- Good sense of humour.
- Infinite patience.

K. Working Conditions

- This position is required to work in a stressful environment often dealing with clients in crisis situations. Managing emergency situations is an ongoing expectation of this position. May be required to receive emergency calls after hours from staff on duty at the transition house. May be required to work outside normal office hours, including weekends. Ability to work flexible hours.
- A moderate physical fitness level is a requirement of this position since direct delivery of services may involve walking, standing, kneeling, lifting, etc.