

March 2017
Dixon Transition Society
Casual Woman Support Worker

Job Title: Casual Woman Support Worker
Union: HSA, Community Subsector Association
Classification: Grid 10
Job Site: Dixon Transition House
Reports to: Transition House Coordinator

Job Summary:

The Woman Support Worker is responsible for providing practical assistance and support to clients of Dixon Transition House. This includes: providing emotional and crisis support, explaining the system of service and connecting the woman with the resources she chooses, providing information and referral to appropriate services, supporting the woman in her decisions and providing the appropriate advocacy and help when asked by client, providing woman and her children with basic necessities to ensure her physical health and food safety. Must adhere to a feminist analysis of violence against women, and have a commitment to anti-oppressive work.

Duties and Responsibilities:

- Conducts assessment and carries out intake of prospective clients
- Orients new residents to the House and provides them with what they need as well as the necessary information about the House
- Provides emotional and crisis support, as well as information and referral regarding systems of service
- Ensures necessary safety precautions are always in place, rooms are clean prior to check in and after check out, and woman fills out the Client Satisfaction Survey prior to leaving the House permanently
- Provides support to the woman as per her requests and goals to ensure a successful move out of the Transition House program
- Monitors and ensures adequate supplies, including food, linens, and household cleaning supplies are maintained.
- Answers the 24 hour intake line and provides callers with appropriate information and referral and emotional support
- Keeps accurate records, including statistics, client files, case notes and the communications log
- Keeps informed of and abides by: Society's Policies and Procedures, Dixon House's Operation Manual, Relevant legislation and relevant policy changes made within systems supporting women who experience violence
- Ensures the House is clean, tidy and safe
- Maintains confidentiality of DTS information and clients as per the confidentiality agreement
- Performs other related duties as required

Education, Training, and Experience

- Minimum college diploma in Community Social Work, specialized knowledge and training on domestic violence from a recognized program, or a combination of relevant education and experience
- Related experience, including experience working with women and children who have experienced violence

- Understanding of systems of oppression impacting specific populations specifically women, aboriginal women, immigrants and refugee women, seniors, and other special needs
- Accurate knowledge of systems supporting women and appropriate legislation
- Knowledge and understanding of violence against women and a well-developed analysis of the cycle of violence
- Accurate up-to-date knowledge of community resources, government, social service resources

Skills and Abilities

This position requires an individual whose values are aligned with the goals and mission of the organization and possesses

- Ability to communicate effectively, both verbally and in writing
- Physical ability to carry out the duties of the position
- Ability to work independently and in cooperation with others
- Ability to organize and prioritize
- Ability to establish and maintain rapport with clients
- Ability to handle conflict
- Ability to work with different software including word, excel, outlook, power point, webs based emails, databases and search engines
- Ability to utilize technology to research for relevant information and support operations of the House
- Additional languages an asset

Required:

- Criminal Records Check
- The current specified First Aid Certificate including Infant CPR
- Available to work evening, overnights and weekends as per operational needs