

February 14, 2019
Dixon Transition Society
Dixon Transition House Coordinator
37.5 hours per week

Union: HSA, Community Subsector Association
Pay Grade: Grid 11
Reports to: Manager of Operations and Services
Start Date: March 18th, 2019

The Transition House Coordinator oversees the day to day operation and maintenance of the Transition House by providing supportive services to women and their children, ensuring that residents adhere to residence policies and procedures, supervising and scheduling staff, summer and practicum students, and ensuring residence maintenance and safety.

Duties and Responsibilities:

1. Interviews clients, gathers background information, determines client suitability for the program, informs clients of program policies and procedures, and makes referrals to other programs as required.
2. Ensures risk assessment is carried out regularly and as required. In collaboration with the woman, develops a safety plan accordingly.
3. Supervises staff by performing duties such as assigning work, providing feedback and evaluation, determining training requirements, orienting new staff, and maintaining timekeeping and attendance records. Provides support and guidance to improve their performance when required by offering training, reference to the Operation Manual, Policy and Procedure Manual, and alternative means to accomplish tasks. Reports any performance issues to the Manager.
4. Develops and implements all staff shift schedules as needed and on a long-term basis and approves staff timesheets to ensure and maintain twenty-four-hour staffing. Resolves staffing problems including calling in staff to ensure appropriate staffing levels.
5. Assists in recruitment and selection of staff by performing duties such as reviewing applications, providing input into the development of interview questions, and participating in interview panels.
6. Participates in setting short and long-term goals with clients. Provides support, information and referral regarding education, job training opportunities, employment, child development, legal aid, court systems, and community resources to help clients reach their goals.

7. Assists in the preparation of the budget for assigned programs and/or services, ensures purchases are within budget and assists with financial reports and payments. Maintains related records and reports.
8. Advocates for clients by problem-solving in areas such as financial assistance and accessing community resources. When necessary, advocates with different agencies including Income Assistance, MCFD and Legal Aid.
9. Provides crisis intervention in situations such as client disputes, safety risks and carries out appropriate safety planning procedures.
10. Ensures the maintenance, cleanliness, and safety of the residences. Ensures smooth management of properties and timely repairs and maintenance. Contacts outside contractors for maintenance work as required and follows up on discrepancies.
11. Reviews and maintains related documentation such as resident files, case conferencing and case notes.
12. Manages the donations to the program and its associated inventory.
13. Ensures delivery of residential services, food and necessities, housekeeping of transition house by organizing weekly grocery shopping and regular food bank orders to ensure client needs are met.
14. Provides on-call support to staff as required to support and ensure safety for clients and staff by being available by phone when on-call.
15. Attends training and maintains up-to-date professional knowledge and relevant legislation and policies pertaining to serving women who have been impacted by violence.
16. Works in collaboration with other program staff to enhance program delivery. Provides direction to volunteers and monitors and assists as required.
17. Supervises maintenance of records and statistics and provides reports as per operational requirements.
18. Attends scheduled staff meetings, Second Stage meetings, and events and conferences hosted by DTS.
19. Maintains confidentiality of DTS information as per the confidentiality agreement.
20. Performs other related duties as required.

Qualifications

Education, Training and Experience:

This position requires an individual whose values are aligned with the values and vision of the organization and possesses the following:

- Diploma in a related field of community social services
- Understanding of systems of oppression and how they impact women's experience of violence
- Knowledge of local community social services and other systems that support women survivors of violence
- Certificate in CPR and First Aid including Infant CPR (Level C)
- Valid class 5 driver's license and access to own vehicle an asset
- Knowledge and understanding of the cycle of violence and its effect on the family
- Two years of recent related experience
- Two years of leadership experience
- Or an equivalent combination of education, training, and experience
- Or other Qualifications determined to be reasonable and relevant to the level of work

Skills and Abilities:

- 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 plan, organize and prioritize
- Ability to establish and maintain rapport with clients
- Ability to observe and recognize changes in clients
- Ability to assist clients with money management
- Ability to supervise
- Adherence to Dixon's values and feminist approach i.e. women-centred anti-oppressive approach to service delivery
- Leadership skills
- Ability to analyze and resolve problems
- Ability to deal with others compassionately and non-judgmentally
- Ability to work under pressure and/or stressful situations while remaining calm and collected
- Ability to use relevant software such as Office Suite and equipment to carry out duties of the job

Required: Criminal Record Check

Shifts: Monday - Friday; 9 am - 5 pm but must be available weekends and evenings as per operational requirements.

Closing Date: Please send your **resume and letter of interest** to Manager@dixonsociety.ca no later than **March 3rd, 2019**.