

Job Title:	Casual Women's Support Worker
Wage:	\$31.54/hour (plus shift premiums as applicable)
Job Site:	Dixon House, Burnaby

Job Summary: The Women's Support Worker is responsible for providing practical assistance to the families of Dixon House. This includes providing emotional and crisis support, explaining the systems of service, and connecting the women with resources she chooses, providing information and referral to appropriate services, supporting the women in their decisions, and providing the appropriate advocacy and support, providing women and their children with basic necessities to ensure physical health and food security. Must adhere to a feminist analysis of violence against women and have a commitment to anti-oppressive work.

Duties and Responsibilities:

- Answer 24-hour intake line. Provide callers with information, referrals, and emotional support.
- Conduct phone screening of potential new intakes.
- Conduct intake of families accepted into the House. Orient new families to the House and Program.
- Conduct risk assessments and follow-up safety plans as required.
- Provide emotional and crisis support including but not limited to ensuring her short-term goals are met to ensure a successful move out of the Program.
- Provide information and referrals regarding systems of service including advocating, when required, with families with outside agencies such as Income Assistance, Legal Aid, and other resources.
- Assist mothers in accessing programs and services for their children including daycare, school enrollment, special needs resources, parenting support, and relevant community programs.
- Childmind as needed for clients to attend counselling, workshops, and other essential appointments.
- Facilitate weekly House meetings.
- Ensure necessary safety precautions are always in place including that the House is always clean, organized, and safe. This includes but is not limited to garbage, recycle, and compost duties.
- Clean the rooms prior to intake and after departure, as required.
- Monitor and maintain adequate supplies including food, linens, and household cleaning supplies.
- Complete and maintain accurate records including, but not limited to, daily statistics, client files, phone log, client support documentation, and tracking documents.
- Attend staff meetings and staff development opportunities.
- Keep informed of and abide by Dixon Policies and Procedures, Program Operations Manual, and relevant legislation and policy changes within systems supporting women fleeing domestic violence.
- Maintain confidentiality of current and former clients as well as all program locations.
- Perform other related duties as required per operational requirements.

Education, Training, and Experience: This position requires an individual whose values are aligned with the vision and mission of the organization and who possesses the following:

- At a minimum, Diploma in Community Social Services
- Specialized knowledge and training on domestic violence from a recognized program
- One year of recent and related experience working with women and children who have experienced violence and/or in the Social Services sector
- Proficiency in using relevant software to perform administrative duties of the job including competency in all Office 365 platforms, e.g. Word, Excel, and Outlook
- Ability to utilize technology to research relevant information and support operations of the Program
- Or an equivalent combination of education, training, and experience

Skills and Abilities:

- Ability to communicate effectively, both verbally and in writing
- Ability to establish and maintain rapport with clients
- Ability to provide safe and compassionate care for the children
- Strong organizational and time-management skills
- Ability to work under pressure and in stressful situations, including conflict and crises situations
- Ability to work independently and in cooperation with others
- Adherence to feminist, woman-centred, anti-oppressive, and trauma-informed approaches
- Understanding the systems of oppression and their impact on women and their experience of violence
- Awareness of issues affecting women and children such as family violence, historical and societal context, addictions, mental illness, and sexual abuse
- Physical ability to perform the duties of the role

Required:

- Clean Criminal Records Check for working with vulnerable populations
- Valid First Aid Certificate including Infant CPR-Level C
- Class 5 Driver's Licence and access to a vehicle an asset
- Availability to work overnight shifts, weekend shifts, and some afternoon shifts

Please submit your cover letter and resume via email to Claire at manager@dixonsociety.ca. Only those who meet the outlined criteria will be contacted for an initial phone interview. Thank you in advance to all applicants for your interest in this opportunity.