



## RELIEF CRISIS SUPPORT WORKER

Based in Orillia, ON, *Green Haven Shelter for Women* provides 24-hour emergency shelter, crisis support and outreach services for self-identifying women, with or without dependents, who are experiencing violence and abuse. We are seeking applications from qualified individuals who are passionate about providing exceptional support for our clients. Our Crisis Support Workers provide frontline interventions, case management and deliver programs to empower our residents to create independent lives free from violence. In a team environment, the Crisis Support Worker ensures the basic operations and quality standards of the shelter.

This position has scheduled, irregular shifts as well as call-in shift coverage. **Shifts are generally 8.5 hours and may be days, evenings, nights on both weekdays and weekends based on availability** and the needs of the organisation. This position is a member of the bargaining unit with hourly rate as per the collective agreement.

We are committed to having a team that represents our community and the individuals we serve. We value inclusion and diversity and welcome applications from self-identifying women, racialized and Indigenous persons, persons with disabilities and persons who identify as LGBTQ+.

**Reporting Relationship:** The Relief Crisis Support Worker reports to the Executive Director or her designate.

**Effective Date:** TBD

**Pay:** \$24.78 per hour

**Position Type:** A member of the bargaining unit [Scheduled shifts or Relief]

### Minimum Requirements:

- Post-secondary education in a related human or social services field (e.g. social work, psychology, addictions, etc.)
- 2 years' experience in a similar role, with preference given to individuals with experience working with survivors of domestic violence
- Current registration, or eligible to register, with appropriate regulated college
- Valid Ontario Driver's Licence
- Valid First Aid and CPR, NVCI certification
- Vulnerable Sector screening required

### Assets:

- ASIST Training
- Mental Health First Aid Certification
- Ability to communicate in secondary language



### **Required Abilities & Skills:**

- Demonstrated ability to provide non-judgmental, client-centred, non-therapeutic emotional and practical support to women experiencing violence and/or abuse
- Knowledge of complex issues affecting women and children in poverty, Indigenous peoples, women of colour, ageing women, queer women and women with disabilities
- Experience in conflict resolution, de-escalation and risk assessment
- Demonstrated assessment, problem solving and critical thinking skills
- Demonstrated knowledge of harm reduction principles and practices, strength based and resiliency focused assessments
- Proven case documentation and effective reporting information practices
- Ability to participate and contribute in a strong team environment with an inclusive and collaborative approach
- Strong ability to work under minimal supervision and act with a high degree of independent judgement, taking action on a variety of matters as required
- Ability to develop a positive rapport and interact effectively with adults and children/youth
- Ability to handle challenging client behaviours, enforce policies and make decisions in a demanding and fast paced environment

### **Core Responsibilities:**

#### 1. Frontline Support and Advocacy

- Respond to individuals in crisis using advanced interpersonal skills, including debriefing, active listening, conflict resolution, and problem solving
- Provide one-on-one support for residents, incorporating a trauma-informed, women-centred, culturally sensitive, and strengths-based approach
- Plan, develop and implement individualised programming and long-term goals within a client-centred environment
- Employ harm reduction strategies to support individuals with mental health and/or substance abuse issues
- Use knowledge of community resources to provide referrals and/or assist individuals in accessing services and transition out of residence (ie. Housing, financial support, legal assistance, etc)
- Provide appropriate professional understanding and intervention in response to emotional, behavioural, and physical needs of residents
- Maintain confidentiality of residents; workers have a duty to report any suspected abuse towards minors.
- Evaluate, assess and triage crisis calls to determine eligibility, waitlist status, and create safety plans.



## 2. Health & Safety

- Ensure shelter safety systems are in working order and control entry/exit of individuals to the shelter Develop safety plans with residents as needed and consult with law enforcement agencies, victim's services and other support as needed
- Ensure residents are aware of, and in compliance with, health and safety policies (e.g. medication storage, alarms, etc.)
- Adhere to all organisational policies and procedures, including COVID-19 precautions, high risk status, evacuation plans, etc.
- Maintain shelter cleanliness, assist residents with chores and report any deficiencies
- Ability to work with industrial cleaning products

## 3. Administration


- Complete individual resident files, crisis logs, peer communication logs and other documentation as required
- Complete assessments for potential intake and/or waitlist individuals; document resident progress and assist in writing letters of support for relevant applications or services
- Maintain shelter's petty cash float and program materials and submit requests when needed
- Complete records for payroll, time-off requests and other employee documentation
- Attend staff meetings, when available


Applications which include a **cover letter and resume will be accepted by email to [jessicag@ghws.ca](mailto:jessicag@ghws.ca)** until the position is filled. We thank all applicants in advance and only those selected for an interview will be contacted.

### **For More Information About Working with Green Haven Shelter for Women:**

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 [www.greenhavenshelter.com](http://www.greenhavenshelter.com)

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