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| **Job Title:** Women Support Worker (Second Stage) | **Location/Program:** Nanaimo/Second Stage |
| **Benchmark Grid:** 11  **Classification:** Adult, Child, and/or Youth Worker (subject to JJEP Confirmation) | **Salary Range:** $27.54-$31.61 JJEP Wage Grid (plus Temporary Market Adjustment until March 31, 2025) |
| **Location:** Nanaimo | **Employee Group**: Union (HSA) |
| **Hours Per Week**:  Position 1 and 2: 37.5  Position 3: 30 | **Position Status**:  Position 1 and 2: Regular FT  Position 3: Regular PT |
| **Proposed Shift Schedule**:  1. Th/F/S 10am to 11pm  2. Su/M/T 10am to 11pm  3. M/T/W/Th 10am-6pm | **Competition #:** 2-5-2025  **Anticipated Start Date**: ASAP |

**Job Summary:**

To ensure the program successfully supports participants in addressing and enhancing life skills to restore the ability to maintain healthy lives and working towards independent housing. Provide practical assistance, crisis response and intervention, support, educational and referral services, advocacy and security to women and their children who reside in the Second Stage Program.

**Reports To**: Residential Program Coordinator (Second Stage)

**Duties and Responsibilities:**

Team Engagement

Work with your team to:

1. Promote feminist and trauma-informed practices.
2. Foster an inclusive, equitable, and diverse workplace culture.
3. Support other programming as needed.
4. Create an environment of transparency and confidentiality.
5. Assist in the orientation and procedural training of new staff, students, and volunteers.
6. Foster team participation and contribute to the goals and activities of Haven Society and the Second Stage Program

Client Services - Initial Contact and Support

1. Participates in assessing the suitability and selection of applicants for the program.
2. Assesses the safety of the residents and their children and supports clients in reducing safety risks.
3. Provides emotional support and feedback to residents and their families.
4. Provide crisis response and intervention, including debriefing and active listening, support, and referral services to residents.
5. Gathers information relevant to the client’s goals, needs, and risks by interviewing, meeting with client, and reviewing intake documentation to develop and implement action plans for case management and provide ongoing support.

Client Services – Ongoing Support and Case Management

1. Mediates disputes among residents, with goal of helping residents learn problem-solving techniques and the ability to resolve disputes independently.
2. Aids residents by engaging them in housing management discussions, advising on options and expectations concerning conflict of resolution and residence-related issues, and offering emotional support.
3. Plans, prepares, and conducts individual and group sessions to provide emotional and practical support to clients using techniques such as active listening, conflict resolution, and group facilitation methods to support them with their needs and goals.
4. Provide residents and clients with information/education about abuse and violence, legal and financial aid, accommodation, and community resources such as, counselors, victim’s services, physicians, and mental health service. Advocate for resident as appropriate.
5. Be a positive role model for clients, including life skills, food preparation and budgeting.
6. Transport and accompany women and children as appropriate.
7. Provides information on and referrals to other community service providers, resources and professionals as required.
8. Provide Support in food security.

Administrative and Facility Duties

1. Maintain current knowledge of issues related to abuse of women and children, crisis intervention, communication skills, community services and relevant legislation and, a current knowledge of all Society policies, procedures, and feminist principles ethics and philosophy.
2. Assist in the daily operations of the residence, ensuring that the residence is clean and orderly and that any supplies to do so are available.
3. Participate in staff meetings, in-service and approved professional development activities.
4. Maintain all necessary reports, statistics, and documentation.
5. Works with site team to resolve property management issues that may affect residence and assist with anticipating and mitigating potential problems.

**Qualifications**

1. Diploma in a related human / social service field or equivalent in training and experience.
2. One (1) year recent related experience. Or an equivalent combination of education, training, and experience.
3. Knowledge of substance use and mental health practices from a harm reduction perspective. Awareness of additional barriers faced by marginalized clients and a comfort level and ability to be flexible within the mandate of the program.
4. Training and/or experience in crisis response and intervention.
5. Current First Aid Certificate including CPR as required.
6. Valid Driver’s license and clear driver’s abstract.

**Skills and Abilities**

1. Strong interpersonal and conflict management skills.
2. Ability to work collaboratively in high-pressure environments.
3. Excellent written, oral, and interpersonal communication skills.
4. Ability to prioritize and organize varying work components.
5. Ability to track, report, and document client files in a professional setting.
6. Ability to facilitate in group settings, with internal clients and community partners.
7. Ability to deliver service in a non-judgemental, respectful, client-centred, trauma-informed manner.
8. Ability to deal with traumatic information including stories of emotional, physical, and sexual abuse. Ability to develop and nurture relationships across various cultures, respecting diverse protocols, beliefs, and traditions.

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| **Send Cover Letter and Resume to:**  [**hr@havensociety.com**](mailto:hr@havensociety.com)  **Include Competition # 2-5-2025 in Subject Line** | **Date Posted:** February 5, 2025  **Date Closing:** Open until Filled |