

Women's Crisis Services of Waterloo Region

Job Posting

Position:	Relief Residential Support Worker, Assigned/Fixed shifts
Location:	Anselma House in Kitchener and Haven House in Cambridge
Hours of Work:	12 hour weekend shifts; Saturday overnight 8:00 pm to 8:00 am and Sunday 8:00 am to 8:00 pm; one shift per weekend on a rotating basis between shelters
Start Date:	January 1, 2018
Pay Rate:	\$22.78 plus 4% in lieu of benefits as outlined in the UNIFOR Local 302 Collective Agreement.

Agency Overview

Women's Crisis Services of Waterloo Region provides emergency shelter to women and children escaping abusive relationships. We operate 2 shelters: Anselma House in Kitchener and Haven House in Cambridge. Our facilities operate on a 24/7 basis. We believe every woman and child deserves to live a life free from abuse.

Position Overview

The Relief Residential Support Worker supports women and children to move beyond violence by providing: crisis line support, safety planning, ongoing assessment, emotional support through one to one and group activities, community referrals/information, discharge planning and advocacy. Workers assist women to adapt to communal living and facilitate their transition to independence.

These Relief Workers will be guaranteed 12 hours per week and must be committed to these shifts. They will have the opportunity to make themselves available for additional shifts, however this is not mandatory.

Required Skills and Qualifications

Education Requirements

- MSW and/or BSW from a University of recognized standing, plus several years of relevant experience in a related field in the opinion of Women's Crisis Services management.
- A member in good standing with the Ontario College of Social Workers and Social Service Workers. ***If not a member, this must be attained during the probationary period.***

Skill Requirements

- Continuous priority setting and flexibility is required due to the lack of control over crisis situations and in meeting the needs of multiple job expectations.

- 2 to 3 years experience in providing advocacy, crisis intervention, risk and ongoing assessments based on the needs of abused women and their children.
- Knowledge of the effects of all types of abuse on both women and children.
- In-depth feminist analysis of violence against women.
- Solid understanding of an anti-racist and anti-oppressive framework.
- Demonstrated sound judgment and the ability to be decisive in crisis situations.
- Strong organizational and time management skills along with the ability to multi-task.
- Current and informed knowledge of multi-cultural issues.
- Current and informed knowledge of the needs of diverse groups of women and children, such as disability, sexual orientation, survivors of trauma, mental health issues, and addiction issues.
- Experience working with interpreters.
- Experience working with women with no or minimal literacy.
- Current knowledge of and skills in accessing and utilizing appropriate community resources.
- Knowledge of conflict resolution practices and negotiation techniques, as well as the ability to facilitate meetings, direct situations and implement rules and guidelines.
- Knowledge of group processes including the ability to design, plan, and research, facilitate, co-facilitate and implement groups for abused women.
- Current knowledge of basic criminal and family law, the *Child and Family Services Act* and related legal issues and resources.
- Highly developed interpersonal skills, and verbal and written communication skills.
- Proficient in the use of computer software.
- Valid driver's license, valid and sufficient insurance coverage and access to a reliable vehicle.

Please submit cover letter and resume to:

Joyce Birnstihl
 Human Resources Specialist
 700 Heritage Drive
 Kitchener, ON N2A3N9
joyce.birnstihl@wcsvr.org

Women's Crisis Services of Waterloo Region welcomes and encourages applications from people with disabilities. Accommodations are available on request for candidates taking part in all aspects of the selection process.

We are an equal opportunity employer.

Only those applicants selected for an interview will be contacted.