

Women's Crisis Services of Waterloo Region

We are looking for enthusiastic Relief Residential Support Workers (Assigned/Fixed Shifts) with the drive to make a difference!

The Company: Women's Crisis Services of Waterloo Region provides emergency shelter to women and children fleeing 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 everyone deserves to live a life free from abuse.

The Position: We are currently seeking candidates to fill casual relief positions.

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 help women adapt to communal living and facilitate their transition to independence. The Relief Residential Support Worker – *Assigned/Fixed Shifts* will 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.

What we offer:

- **Dynamic** workplace culture with a strong sense of team or team based learning
- Opportunity to expand and develop your social work skills
- On site and off site professional development
- Opportunities to participate in various workshops to further develop skills and knowledge on how to better support women and children
- Leadership Development Program available for staff
- Competitive wages

Requirements:

Education Requirements

- Minimum BSW and/or MSW from a University of recognized standing. Experience in a related field would be an asset.
- 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

- Flexibility and priority setting required to deescalate crisis situations and to manage the multiple demands of the role.
- Experience in providing advocacy, crisis intervention, risk and ongoing assessments would be an asset.

- Knowledge of the effects of all types of abuse on both women and children.
- Have a feminist philosophy.
- 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 would be an asset.
- Knowledge of and skills in accessing and utilizing appropriate community resources would be an asset.
- Knowledge of conflict resolution practices and negotiation techniques, as well as the ability to facilitate meetings, direct situations and implement rules and guidelines.
- Current knowledge of basic criminal and family law, the *Child and Family Services Act* and related legal issues and resources.
- Excellent interpersonal skills, and verbal and written communication skills.
- Proficient in the use of computer software.
- Current First Aid/CPR Certificate would be an asset.
- Valid driver's license, valid and sufficient insurance coverage and access to a reliable vehicle.
- Vulnerable Sector Criminal Reference Check.

Please submit cover letter and resume to:

Joyce Birnstihl

Human Resources Manager

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.