



**We are looking for an enthusiastic Outreach Support Worker 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 a candidate to fill a Temporary Full Time Outreach Worker position (one-year contract).

**Hours of Work:** 35-hour work week – varied shifts, evenings and weekends

**Salary:** \$26.33 per hour plus 4% in lieu of benefits

**The Organization:** Women's Crisis Services of Waterloo Region empowers women and children to move beyond violence by providing safe shelter, education, and outreach services. We operate two emergency shelters for women\* and children experiencing domestic violence: Anselma House in Kitchener and Haven House in Cambridge. In addition to providing safe shelter, we offer a free, confidential, outreach program for women who are experiencing domestic violence but do not require emergency shelter. Our organizational leadership is open and devoted to fulfilling our mission; our staff are responsive and caring, and everyone aims to achieve excellence in all that we do.

\*WCSWR supports women, transgender and gender-diverse individuals.

**Position Overview:** The Outreach Worker supports people to move beyond violence by providing safety planning; risk assessment; emotional support; crisis and transitional intervention; community referrals/information; and advocacy. The worker will meet with clients in their homes or in the community whenever possible and help them identify the supports that they and their children need and assist them to access those supports such as: court support; housing; financial aid; and counseling services.

This Outreach assignment has two areas of focus: the first is to engage in community development and target marginalized and underserved groups in order to provide ongoing outreach support services. The second is to engage in awareness raising initiatives including, but not limited to, youth education programs, trainings, and other ambassadorship opportunities. A comfort and skill in public speaking is important to this role.

**Requirements:**



## Education Requirements

- BSW and/or MSW from a University of recognized standing. Experience in a related field would be an asset, or related or relevant degree or diploma from a recognized university and/or college.
- A member in good standing with the Ontario College of Social Workers and Social Service Workers or equivalent registered organization. **If not a member, this must be attained during the probationary period.**

## Skill Requirements

- Continuous priority setting and flexibility is required in meeting the needs of multiple job expectations
- Skills in advocacy, crisis intervention, risk and ongoing assessments
- Knowledge of the effects of all types of abuse
- Have a feminist philosophy with an understanding of intersectionality
- Understands equity and works from an anti-racist and anti-oppressive framework
- Demonstrated sound judgment and the ability to be decisive in crisis situations
- Current and informed knowledge of multicultural issues
- Current and informed knowledge of the needs of diverse groups of clients, such as but not limited to: disability, poverty, sexual orientation and gender identity, survivors of trauma, mental health issues, and addiction issues
- Strong organizational and time management skills along with the ability to multi-task
- Experience working with interpreters
- Experience working with people with no or minimal literacy
- Working knowledge of current community resources
- Ability to fluently speak more than one language 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
- Knowledge of group processes including the ability to design, plan, and research, facilitate, co-facilitate and implement groups for abused women and children
- Current knowledge of basic criminal and family law, the *Child and Family Services Act* and related legal issues and resources
- Compassionate and self-directed
- Strong administration, organizational skills and strong computer competency
- Experience participating in initiatives that pertain to equity, diversity, and inclusion
- Passion for working towards social inclusion, fostering trusting relationships with marginalized populations, community development, and serving those at risk of falling through the cracks
- Experience working in community development and community engagement
- Demonstrated skills at building relationships with diverse groups
- Highly developed interpersonal skills, and verbal and written communication skills
- The ability to travel and provide own transportation
- Identifying as a member of a marginalized group would be an asset



Please submit cover letter and resume to:

Joyce Birnstihl

Human Resources Manager

700 Heritage Drive

Kitchener, ON N2A3N9

[joyce.birnstihl@wcswr.org](mailto:joyce.birnstihl@wcswr.org)

***Women's Crisis Services of Waterloo Region is an Equal Opportunity Employer; we welcome and encourage applications from racialized persons/visible minorities, Indigenous persons, persons with disabilities, ethnic minorities, and persons of minority sexual orientations and gender identities. Persons with disabilities who anticipate needing accommodations for any part of the application process may contact, in confidence, to Joyce Birnstihl, Human Resources Manager.***

Only those applicants selected for an interview will be contacted.