

## Child and Youth Worker

Temporary-Full Time – 3 mos contract

**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.

### What we offer:

- **Dynamic** workplace culture with a strong sense of team or team-based learning
- Caring, supportive work environment
- 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
- Workplace Wellness Incentives
- Leadership Development Program available for staff
- Competitive wages

**Pay Rate:**        **\$25.62 as outlined in the UNIFOR Local 302 Collective Agreement *plus 4% in lieu of benefits***

### Position Overview

- Develop and deliver all programs in the best interest of the children
- Provide crisis intervention, emotional support, referrals and/or information regarding child related matters
- Provide children with appropriate safety planning strategies to address safety and security needs
- Conduct program intake and ongoing assessments of children and their mothers
- Develop attainable and measurable individual plans for children (while residing at the shelter and preparing for discharge), monitor successful achievement of plans and complete necessary documentation
- Accurately maintain client files contemporaneously. Recordings must be thoroughly completed in a legible manner



- Communicate accurate and thorough information to other programs through regular dialogue, notes and in meetings
- Provide seamless service by working collaboratively with Residential staff
- Provide support and education to children and their mothers through individual sessions
- Research, develop, implement, and facilitate support and educational groups according to the needs and ages of the children
- Research, develop, implement, and facilitate parenting programs
- Facilitate and encourage conflict resolution among children
- Work with residential staff to ensure compliance with the Residential Handbook and to address issues arising from residing in a communal living environment. When necessary conduct supportive discussions, draft contracts and/or issue cautions
- Check and follow up on safety issues as related to the Child and Youth Program
- Work with interpreters as required
- Provide support, training and information to program volunteers and placement students as required
- Effectively utilize volunteers as necessary
- Adhere to all agency protocols, procedures and policies
- Adhere to the agency's policy regarding confidentiality
- Obtain proper consent(s) prior to sharing information
- Work in collaboration with community organizations to assist in integrating services for children and their mothers
- Participate actively and constructively as a team member within the child and youth team, and the agency as a whole; attend team meetings; participate in program planning, development and evaluation
- Assist in the development and implementation of program accountability and quality assurance mechanisms, including the client feedback process
- Attend and actively participate in meetings as requested by the program manager or her designate
- Engage fully and openly in supervision, keep program manager updated on all client and program related issues, participate with manager in case problem solving and resource exploration, alert manager to extraordinary case situations, and client grievances. Immediately report serious occurrences to program manager or her designate
- Accept work assignments and follow direction from manager and/or her designate
- Attain professional development goals as identified in consultation with program manager
- Time sheets, expenses, statistics and all other forms relating to program duties must be completed and submitted according to expected timelines
- Work assigned shifts at either Anselma House or Haven House as required
- Authorize taxi charges, through signature, and distribute bus tickets to clients
- Receive donations and record accurately and appropriately
- Report suspected child abuse and/or neglect to Family and Children's Services as per the *Child and Family Services Act*
- Maintain current certification of CPR, First Aid, Health & Safety, AODA, WHMIS and Effective Intervention Training as required
- Adhere and be in compliance with Section 28 of the Occupational Health and Safety Act



- Develop and maintain knowledge of local community resources, and maintain a positive agency profile in the community
- Promote Women's Crisis Services in the community
- Provide public education as required throughout Waterloo Region in a professional manner utilizing a diplomatic, non-judgmental and informed delivery approach
- Demonstrate professional conduct while performing all job tasks
- Perform other duties as required by the Residential manager and/or designate

## Required Skills and Qualifications

### Education Requirements

- Child and Youth Worker Diploma, Early Childhood Education, Post-Secondary education in Child Development Students and/or equivalent, in the opinion of WCSWR
- Minimum of one year related experience, two to three years preferred

### Skill Requirements

- Several years of relevant and direct experience in providing assessment and therapy to children and women who have experienced various disorders and who have witnessed/experienced domestic violence, in the opinion of WCSWR
- Member in good standing with the Ontario College of Registered Social Workers or relevant professional association preferred
- Demonstrated working knowledge of the DSM current edition
- Strong knowledge and understanding of violence against women and their children
- Strong clinical assessment experience a must
- Thorough knowledge of the developmental needs (intellectual, emotional, physical, social) of children and adolescents. Extensive knowledge of child development, and the effects upon children who have been exposed to domestic violence
- Thorough knowledge of attachment and early child development
- Demonstrated understanding and knowledge of woman abuse and child abuse, child trauma, child development, parenting, dating violence and crisis intervention. Strong knowledge and understanding of the effects of all types of violence or abuse on both children and their mothers and relevant therapeutic interventions
- Experience working with young children
- Previous experience in substance abuse and mental health assessments definite assets
- Strong knowledge of feminism and understanding of diversity, Anti-racism and Anti-oppression - cross-cultural perspective and awareness
- Excellent oral and written communication skills; second language an asset
- Strong organizational and time management skills
- Demonstrated ability to collaborate with the community, staff and partner agencies
- Ability to function successfully both independently and within a team
- Demonstrated computer proficiency
- Valid Ontario Driver's license, valid insurance and access to a reliable vehicle
- Regular travel required throughout Waterloo region.

**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)

If you require an accommodation under the Ontario Human Rights Code in order to participate in the recruitment process, please contact Joyce Birnstihl.

***Women's Crisis Services of Waterloo Region is committed to having a staff composition that reflects the cultural diversity of our community and the diverse population we serve with respect to age, gender, women with disabilities and people with lived experience, including individuals who identify as African Canadian, Indigenous, People of Colour, and LGTBQ2S.***

**Only those applicants selected for an interview will be contacted.**