

Position: Relief Residential Support Worker

Location: Kitchener (Anselma House) / Cambridge (Haven House)

Pay Rate: \$23.70 per hour as outlined in the UNIFOR Local 302 Collective Agreement

Who Are We? Women's Crisis Services of Waterloo Region provides emergency shelter to women and children fleeing abusive relationships. We operate two shelters: Anselma House in Kitchener and Haven House in Cambridge. Our facilities operate on a 24/7 basis. We believe that everyone deserves to live a life free from abuse. Our team has created a supportive working environment helping individuals continuously learn and grow with a focus on growing from within.

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

Position: Reporting to the Residential Supervisor, 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 ideal Relief Residential Support Worker would have a flexible schedule, available evenings and weekends.

Make a difference while building your career with WCSWR, voted Waterloo Region's #1 Not-For Profit! by "The Community Edition"

What makes WCSWR #1?

- Dynamic workplace culture with a strong sense of team
- Opportunity to expand and develop your social work skills
- Professional development with opportunities both on-site and off-site with industry leading experts to develop skills and knowledge on how to better support women and children
- Work environment that supports diversity, equity and inclusion
- A team that is as passionate about helping others as you are!

Availability Requirements

- You must be available for at least 24 hours a week – this will be split over three shifts, including a minimum of one overnight period of 12:00 am to 8:00 am
- Strong preference will be given to those with reliable weekend availability

Education/Experience Requirements

We require at least one of the following:

- BSW from a recognized University – preference will be given to MSWs
- SSW from a recognized College with two years' experience in the VAW Sector
- A related or relevant degree or diploma with five years of experience in a related field

You must be a member in good standing with the Ontario College of Social Workers and social Service Workers. If you are currently not registered, this must be obtained by the end of the probationary period.

Recent graduates are encouraged to apply!

Skill Requirements

- Flexibility and priority setting required to de-escalate crisis situations and to manage the multiple demand of the role.
- 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 the needs of diverse groups of women and children, such as ability, sexual orientation, gender identity, poverty, survivors of trauma, mental health and addiction issues.
- 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, 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.
- Vulnerable Sector Police Record Check.

Assets

- Experience in providing advocacy, crisis intervention, risk and ongoing assessments.
- Experience working with interpreters.
- Knowledge of and skills in accessing and utilizing appropriate community resources.
- Valid First Aid/CPR-C Certificate.
- Ability to speak in two or more languages.

How to Apply

Please submit cover letter and resume to: ATTN: Human Resources hr@wcswr.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. We encourage applicant's representative of our diverse community!

Only those applicants selected for an interview will be contacted.