



Vernon Women's **Transition House** Society

**JOB POSTING**  
**Transition House Worker (CASUAL/ON-CALL)**  
**Vernon, BC**

**Job Summary:**

Provides crisis support, residential security, advocacy and information to residents (women, youth and children) and drop in or telephone clients who are experiencing intimate partner violence.

**Qualifications:**

Diploma in the social services field or equivalent.  
Experience in a similar setting is essential.

**More Information:**

A full job description is available below.

**To Apply:**

Email resume to: [HR@vwts.ca](mailto:HR@vwts.ca) by **March 18<sup>th</sup>, 2016**  
Please specify **Transition House Worker** in the subject line.

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

## **Job Posting**

### **TRANSITION HOUSE WORKER (CASUAL/ON-CALL)**

**This position requires Union membership.**

**Grid level:** 10  
**Wage:** In accordance with the Collective Agreement  
**Reports to:** Residential Programs Manager

**Submit Resume & Cover Letter to:** [HR@vwts.ca](mailto:HR@vwts.ca)

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#### **Job Summary**

Provides support, security, advocacy, information, education, crisis intervention and referrals to residents, and other women in the community who seek support by telephone or through drop in to the Transition House. Provides crisis intervention as needed to women and children staying at Casimir Court (Support to Young Parents Program).

#### **Qualifications**

##### **Education, Training and Experience:**

A diploma in a related human / social services field and one year recent related experience. Knowledge and experience of Feminist theory, women's services and childhood development. Or an equivalent combination of education, training and experience.

A valid Class 5 Driver's Licence and a vehicle in good operating condition and available during shift hours are required.

#### **Responsibilities**

##### **A. Client Service**

1. Screens prospective residents for suitability prior to admission. Conducts intake interviews. Orients and assists residents to settle in the house. Ensures residents are aware of emergency fire exits, the placement and operation of fire alarms and extinguishers, house rules and any other health and safety concerns.
2. Assesses residents' immediate needs and assists them to define and implement an action plan. Provides information to residents on resources available and recommends appropriate services
3. Monitors and ensures the safety and comfort of residents and the security of the facility, including the setting of alarms and compliance with all agency policies and protocols

- that relate to house security. Facilitates resolution of conflict between residents.
4. Provides emotional support, encouragement, and problem solving support to residents. Facilitates house and/or support group meetings. Participates in the assessment, goal setting and case reviews of clients staying in the house.
  5. Develops and maintains positive supportive relationships with clients through active listening, debriefing and validating clients' emotions. Assists clients with activities of daily living. Participates in various client-centred activities in accordance with their goals.
  6. Provides information on the cycle of violence and crime prevention services available in the community to clients to help them avoid re-victimization. Completes risk assessments and safety planning with clients as indicated.
  7. Accepts Key Worker assignments as directed by Transition House Programs Manager or Transition House Team Leader. Completes goal setting, planning, advocacy and accompaniment tasks as needed. Prepares relevant reports and attends external and internal meetings relevant to the assigned client.
  8. Provides crisis intervention support to women and their dependent children who contact the Transition House by phone or through drop in and who meet the service mandate of the Transition House. Offer Risk Assessment and referral as needed. Complete Brief Contact documentation for all non-resident client contacts.
  9. Accompanies and/or transports residents to outside services as needed.
  10. Deals with any crisis situations that arise on shift, making decisions that are based on the policies and procedures of the Transition House. Ensure the completion of Incident reports and WCB reports in compliance with agency policy.
  11. Observes resident practices in relation to parenting and child protection issues and make notations as necessary for Support To Young Parents Program assessment.

## **B. Programs Administration**

12. Assists with the development and maintenance of a current resource library of books, videos, pamphlets and handouts.
13. Maintains appropriate documentation and client records, including statistical information, in accordance with Records Management Guidelines and agency policies.
14. Performs residence maintenance and housekeeping duties such as laundry, sweeping, mopping floors, mowing lawns, inventory, ordering of supplies, shopping, clearing snow, cleaning equipment and food services. Ensures that residence is maintained according to agency standards.
15. Prepares and submits reports as required by the Transition House Programs Manager.
16. Ensures that the program standards are adhered to in the delivery of service.
17. Assists Residential Programs Manager and Residential Programs Coordinator with the orientation and training of student practicum placements and volunteers.
18. Reports potential problems promptly, including safety risks, to the Residential Programs Manager or Residential Programs Coordinator.
19. Assists with the maintenance of a well-organized and clean office space.

20. Manages and administers petty cash expenditures and mileage expenses and submits on a regular schedule as directed by the Transition House Programs Manager.
21. Adheres to communication guidelines through reading log books, client files and brief contact sheets at the beginning of each shift. Checks Transition House email and staff mailbox on a regular basis in order to ensure all current and pertinent communications have been received.

### **C. Organizational Role**

22. Participates and contributes as a member of the Transition House Programs team, including attending and participating positively and productively in staff meetings, program planning and case reviews.
23. Adheres to the philosophies, policies, procedures and Code of Ethics of the Society.
24. Participates in professional development through workshops, in-service training, etc. as required.

### **D. Community Role**

25. Assesses clients' needs for other services, provides relevant information to client, and initiates referrals and liaisons with community agencies as required by each client's case and where indicated.
26. Develops and maintains positive relationship with other community service agencies through regular contact and cooperative planning.
27. Maintains current knowledge of issues and resources related to abuse and violence. Provides presentations and public awareness activities about services and issues of abuse.
28. Represents the Society positively and professionally in the community.

### **E. Other**

29. Performs other related duties as required.