



## JOB DESCRIPTION

### WOMEN'S SUPPORT WORKER

TYPE: DIRECT SERVICE

PROGRAM: TRANSITION HOUSE – RESIDENTIAL SERVICES

RESPONSIBLE TO: RESIDENTIAL SERVICES PROGRAM COORDINATOR

#### General Description:

The Women's Support Worker identifies client problems, needs and risks to women who have experienced or are at risk of abuse, and their children, in a residential setting. Develops and implements short-term, issue-specific intervention plans within program guidelines. Plans and conducts individual and/or group counselling sessions using basic supportive counselling techniques.

Provides crisis intervention, safety planning and emotional support as well as skill building in problem areas to women and their children in a group housing setting; provides information about the nature of abuse; helps women access housing and other services that will enable them to avoid further risk of violence; participates in public education and prevention activities.

#### General Duties

1. Gathers information relevant to the client's problems, needs and risks by interviewing, observing behavior, and using a variety of inventories, checklists and questionnaires. Reviews the information gathered to identify problems, needs and risks.
2. Develops and implements short-term, issue-specific intervention plans within program guidelines in consultation with Program Coordinator and case consultation with Team Members.
3. Plans, prepares and conducts group or individual counselling sessions using techniques such as active listening, conflict resolution, basic group counselling, and basic psycho-educational group methods to resolve the identified problems, needs and risks using trauma informed practice.
4. Provides skill building in areas such as parenting skills, anger management or self-management techniques.

5. Evaluates the effectiveness of the intervention plan, reports on clients' progress and discussed related concerns with the Program Coordinator in order to resolve identified problems and move towards defined objectives.
6. Outlines service provided by the Transition House and SOWINS. Provides information on and referral to other community service providers, resources and professionals as required.
7. Maintains related records and statistics and provides reports to the Program Coordinator as required.
8. Liaises with and/or promotes the interests of clients with other community service providers, professionals and service providers as required. Accompanies clients to meetings and appointments as required.
9. Participates in staff meetings, training programs and approved work related workshops and seminars.
10. Maintains current knowledge of issues and resources related to abuse and violence.
11. Maintains current knowledge of and complies with all organizational policies and procedures.
12. Ensure housekeeping services such as laundry, housecleaning, grocery shopping and maintaining supplies are completed. Perform minor maintenance.
13. Perform other related duties as required.

### Qualifications

Diploma in a related human / social service field  
One year recent experience in the area of violence against women

Valid Class 5 BC Drivers License with good driving record.

Acceptable criminal record check

Valid First Aid certificate

Must be able to do general household chores; and be able to deal with ongoing crisis situations.

Excellent verbal and written communication skills.

Second Language and / or good working knowledge of cultural diversity an asset

### Behavioural Competencies:

1. Is respectful, non-judgmental and inclusive at all times.
2. Follows through on commitments and obligations.
3. Deals with others honestly and fairly; communicates effectively.
4. Fosters open communications with colleagues.
5. Plans and organizes time effectively and efficiently.
6. Represents SOWINS in a positive and professional manner.
7. Models the Society's Code of Ethics.