

Job description

Women's Rural Resource Centre is seeking a strong, woman-centered Women & Family Services Advocates for a casual relief opportunity.

Reporting to the Shelter Manager and working closely with the Women and Family Services Team, the Advocate is accountable to create a safe and supportive environment for vulnerable women and families impacted by violence and abuse seeking help.

Our services include a 24-hour helpline and emergency shelter, risk assessment and safety planning, advocacy, system navigation, individual and group healing opportunities, and community development.

We are currently seeking an individual who shares our values and commitment to helping women and children, to join our team. We come alongside one woman, one family at a time, to support them on their healing journey, while working towards restoring the broader wellbeing of our community. We have a vision for a vibrant connected community where individuals can thrive in healthy relationships.

Key Responsibilities

In a manner consistent with the agency's values and aligned with the agency's vision and purposes, the WFSA will:

- **Safety and Shelter**
- Assist with the upkeep of the shelter, including cleaning and organizing common areas to maintain a warm, welcoming and safe environment.
- Maintain security of the shelter. Monitor entrances and security cameras, conduct regular checks and ensuring all safety protocols are followed.
- Complete risk assessments, maintain shelter expectations and guidelines, and address any safety concerns.
- Ensure a psychologically safe environment for residents by being accessible to women, ensuring confidentiality of information in accordance with agency policies, addressing and resolving emotionally unsafe situations in a person-centered approach.
- Address and mediate any conflicts that arise between residents, promoting a peaceful and respectful environment.
- Keep accurate records of incidents and any other relevant information to ensure continuity of care and compliance with shelter policies.
- Monitor supplies including groceries, ensuring restocking of supplies to meet the needs of shelter residents.

- Maintain shelter cleanliness including keeping the frontline workspace tidy.
- **Support and Advocacy**
- **Client Intakes:** Conduct shelter intakes with empathy, building rapport and trust with callers or residents. Provide strength-based assessments, risk assessments and safety plans for women seeking services at the Women's Rural Resource Center (WRRRC). Provide appropriate external and internal referrals where necessary. Ensure all administrative duties are completed and entered into the database in a timely manner.
- **Support:** Enhance women's capacity to make informed choices by active listening, identifying strengths, and reviewing options while they access WRRRC services either through the shelter, helpline, or walk-in.
- **Crisis Intervention:** Provide immediate assistance and emotional support to residents and individuals in crisis, ensuring they feel safe and heard.
- **Needs Assessment:** Determine the nature of needs identified by women and children accessing WRRRC services upon intake and throughout their relationship with WRRRC.
- **Record Keeping:** Maintain accurate and detailed records of all interactions and assessments. Maintain appropriate documentation in case files and logs, complete incident reports, safety plans and all other forms necessary.
- **Other**
- Ensure the completion of shift responsibilities and routines.
- Complete housekeeping duties, meal preparation and meal support to residents, laundry, and room preparation for incoming residents.
- Advocates are to be available for supportive counselling, crisis support and de-escalation when necessary.

Required Skills and Qualifications

1. Education

- a. University Degree/College Diploma in a Social Services program or related field.
- b. Working towards completion of a diploma/degree.
- c. A combination of experience and training will be considered.

2. Experience

- a. (1) years' counselling experience; counselling in the area of violence against women, gender-based violence, sex and labour trafficking preferred.
- b. The ability to make independent decisions based on experience and judgment; flexibility to work as a member of a team with minimal supervision.
- c. Experience with women and children in a supportive housing, residential/shelter setting an asset.

3. Personal Characteristics

- a. Excellent conflict resolution skills: ability to facilitate difficult conversations in a diplomatic manner.
- b. Demonstrated women's advocacy skills, strong case planning skills and effective child/women-centered practice delivery.
- c. Superior communication, listening and assessment skills.
- d. Demonstrated organizational and multi-tasking skills, exceptional customer service skills.
- e. Strong attention to detail.
- f. Promote an environment of inclusion that promotes equity and respects diversity.
- g. Understanding and awareness of cultural safety.
 - Demonstrate leadership skills.
 - Sound understanding of gender-based violence and the complex issues facing our clients.
 - Ability to work independently and effectively.
 - Good working knowledge of computer office technology and applications.
- h. Valid driver's license; access to a reliable vehicle and proof of adequate insurance; willingness to facilitate transportation to appointments/shelter transfer, etc. as deemed necessary/appropriate to care.
- i. Clean driver's abstract; Clear current Police Vulnerable Sector Check (PVSC)
- j. CPR, First Aid (ASIST, CPI an asset)

Working conditions

This position will require working three overnight shifts each week.

Physical requirements

This position will require providing on-going emotional support and advocacy to women, youth and children who have experienced gender-based violence in a secured residential setting.

Ability to lift 25 lbs.

Ability to ascend/descend stairs to complete safety, room and resident checks.

Direct reports

None

Number of Openings: 2

Closing Date: August 10, 2024

Job Type: Casual

Pay: \$25.22 per hour

Benefits:

- Casual dress
- Employee assistance program
- On-site parking

Schedule:

- 8 hour shift
- Day shift
- Evening shift
- Holidays
- Monday to Friday
- Night shift
- Weekends as needed

Work Location: In person

Application deadline: 2024-08-10

Please email resume to: Lisa Mendonca at lisam@wrrcsa.org