

Job title: Transition Support Worker

Reports to: Director, Programs & Services

Category: Contract (until December 31, 2022), Full-Time

Start Date: December 6, 2021

Hours & Compensation: 35 hours/week, \$28.77/hour (\$52,361.40/year) *Opportunity for Health Benefits from Start Date* OPSEU Bargaining Unit: Yes

## About Us and Summary of the Role

### Mission

North York Women's Shelter actively supports the rights of women and children to build lives free of violence by providing non-judgmental safe shelter, advocacy, and a range of programs & services including 24-hour crisis support.

### Vision

Our vision is to create a community characterized by gender equality where women and their children feel empowered and safe, and all services are provided according to the NYWS's Trauma-Informed Key Principles.

### Purpose

The Transition Support Worker is responsible for providing support to NYWS residents and community clients through the provision of referral, advocacy, and accompaniment.

## Accountabilities and Responsibilities:

- Perform both in person and telephone needs assessment with NYWS clients to assess the suitability of Transitional Support services
- Initiate services as appropriate.
- Provide supports to maximize the capacity of survivors and their dependents to live free of violence.
- Strengthen connections to safe and affordable housing supports and other resources, as needed.
- Working with NYWS clients to set goals including but not limited to those related to their abuse, explore vocational and training opportunities, and advocate with or on behalf of ex-clients on issues related to housing, health, immigration, legal, and other matters.
- Assist NYWS Community Clients follow through on developing plans of action and providing information on the options available.
- Assist community clients and their children with the development of social and living skills, safety plans and transition plans necessary to re-establish the client in the community.
- Perform administrative tasks, including maintaining case records as they pertain to community: intakes, letters, service plans, progress reports, files, release(s) of information, and summaries.
- Maintain statistical information and resources as required.
- Encourage clients to participate in the evaluation of services and to assess effectiveness of programs.
- Communicate all incoming and outgoing information via verbal, electronic, and/or written format to potential clients, ex-clients, and community agencies on transition/housing issues/applications.
- Maintain complete documentation and log client information appropriately
- Compile listings of various community resources to be provided to women upon departure
- Work with women who are leaving to organize and secure donations, movers, etc., and to complete various aspects of the departure process (including evaluations)
- Attend staff meetings as necessary/possible
- Support NYWS in remaining current and active in harm reduction policy development and community advocacy

- Uphold confidentiality of all clients and residents in accordance with organizational policies and subject to legal requirements.
- Prepare and present housing update reports to Director of programs and services as required
- Oversees interaction with residents regarding complaints, violations, applications for housing, transfer requests, etc.
- Accompany women to appointments when necessary
- Maintain accurate referral records and security of client files
- Maintain client case files, data management, entering information into program data base (WISH)
- Work with women to develop and implement transition plans sensitive to their needs
- Attend and participate in additional team building, training, in-services, and community outreach projects as Required
- Perform related duties as assigned by Director of Programs and Services

### Key Performance Indicators

#### Continuous Improvement/Training (PD participation)

- Training and Capacity building Initiatives (Attain and Maintain necessary certifications/qualifications i.e., Participate in minimum of 5 online learnings/Trainings Annually)
- Adhere to health and safety requirements (First Aid/CPR certificates must be always valid) and participate in refresher learnings
- Seek out trainings that increase own capacity to add value to the organisation and apply it to improve teaching practices
- Participate in training of students and volunteers within Women's Services.

#### Client Satisfaction and Operations

- Prompt update of clients housing status to Director of Programs and Services
- Timely housing applications
- Proper update/documentation of client files
- Prompt escalation of issues to Director of Programs and Services (i.e. not less than 3hours)

#### Team Collaboration

- Build positive relationships with colleagues/team members/parents
- Ensure Knowledge sharing and collaboration
- Develop an inclusive culture in which timely, authentic feedback and coaching are provided to team members

#### Data Management

- Timely submission of stats on number of children and activities

#### Administration and Commitment to Trauma-Informed Principles

- Identify resources that maintain or improve general department/organisation standards and practices
- Maintaining communication that is consistent, open, respectful, and compassionate
- Attend and participate in additional team building, training, in-services, and community outreach projects as required

#### Alignment with Mission, Vision, Values

- Exceptional stakeholder service: Deliver a high-quality service experience across all interactions by being always connected and responsive to clients, colleagues, etc. (Not less than 24 hours)
- Drive quality assurance and commitment across the organization.

### Functional Competencies, Skills, and Experience

- Post-secondary education in a related field, such as, Social Work, Gender and Women Studies, Sociology, Social Justice, Assaulted Women's and Children's Program or the equivalent education and extensive experience is good to have
- Minimum 3 years of experience working with individuals who have experienced harassment, sexual abuse and/or domestic violence.
- Registration with a College of Registered Psychotherapists (CRPO) or The Ontario College of Social Workers and Social Service Workers (OCSWSSW) is an asset
- Extensive knowledge of woman abuse and its effect on women and children.
- Ability to relate to people from diverse ethnic, cultural, and racial backgrounds.
- Extensive knowledge of community resources especially in the areas of mental health, addictions, immigration, and the law.
- Ability to advocate effectively on behalf of clients.
- Demonstrated communication and interpersonal skills in dealing with clients, staff, and community.
- Demonstrated organization and planning skills.
- Working knowledge of the Child and Family Service Act
- Working knowledge of harm reduction principles and practice
- Knowledge and understanding of mental health issues, advocacy, refugee and immigration issues, child development and parenting
- Current CPR and First Aid certificates.
- Satisfactory Vulnerable Sector Checks (PVSC) with future checks.
- Ability to work well under pressure and in crisis situations
- Demonstrated organization and planning skills
- High degree of confidentiality and discretion.
- Able to successfully work from an anti-racist/anti-oppression and trauma-informed practice framework.
- Experience in crisis support and the ability to mediate conflict using restorative justice and non-violent communication.
- Ability to work independently as well as part of a strong dynamic team
- Takes initiative to follow-up with clients and promote a positive, healthy environment for clients
- Ability to work collaboratively in a per-friendly environment
- Computer literate, including high proficiency in Microsoft Office programs i.e., Word and Excel

### Physical Requirements

- Ability to wear Personal Protective Equipment and adhere to COVID-19 infection prevention principles
- Able to lift to and including 30lbs. Walking, standing, bending, stooping, reaching, twisting, lifting, pushing, pulling, and moving items is occasionally required.
- Exposure to illnesses such as cold and influenza on a weekly basis
- Exposed to loud sounds and high noise levels on a weekly basis.
- Exposure to external threats (abusive partners)
- As employees of an organization committed to harm-reduction, exposure to women who may be under the influence of substances including, but not limited to cannabis.
- Exposure to pets on a regular basis
- Must always be able to function effectively and accountably with women, children, and adolescents who may have mental or behavioural challenges. The staff must be able to demonstrate appropriate daily behaviour, express appropriate emotions. Hostility, aggression and unnecessary or inappropriate physical actions as well as inappropriate emotional expression are not acceptable.
- Must be flexible to work evenings and weekends as required

### Application

Email resumé and cover letter to [careers@nyws.ca](mailto:careers@nyws.ca) with subject 'TSW 2021' by 5:00pm on **November 29, 2021**.

*In accordance with our feminist, anti-racist and anti-oppressive framework, NYWS is committed to the development of an organization that reflects the communities that we serve.*

*We actively encourage applications from members of groups with historical and/or current barriers to equity.*

Position vacant until filled.

Potential candidates will be contacted. We respectfully ask no phone calls, and any made will not be returned.