

Job title: Relief Women's Advocate

Reports to: Operations & Clients Services Manager

Start Date: Immediately

Category: Relief (On-Call/Casual)

Hours & Compensation: \$28.50/hour, As Scheduled

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-judgemental 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 Relief Women's Advocate (OPSEU Bargaining Unit) is responsible to provide support to women and their children who are residing in the shelter and who have experienced and/or are experiencing violence. The Women's Advocate will provide support including safety assessment, outreach, information, referral and advocacy and daily personal needs to women and their children who are residents of the shelter.

Accountabilities and Responsibilities:

- Foster and maintain a Trauma-Informed and non-violent environment within the shelter according to all NYWS policies and procedures
- Conduct initial risk and safety assessments over phone or in-person to determine service needs to either bring the client into the shelter or make appropriate referrals as necessary
- Provide advocacy and develop individual safety plans with clients
- Provide crisis intervention and de-escalation to clients who are in emotional distress
- Provide information/ approved referrals, as per NYWS policies, to survivors of domestic violence, workplace harassment, and abuse, as well as to their children
- Conduct client intake process, i.e. completing documentation, arranging client's personal accommodations, and other duties as required in accordance with Shelter policies and procedures
- Provide clients residing in the shelter with appropriate personal and day to day needs
- Facilitates and documents weekly resident meetings, support groups, and other relevant groups as assigned
- Recognize and manage challenging situations in a Trauma-Informed manner as per NYWS policy, particularly involving justice systems (i.e. CAS and police)

Qualifications and Skills

The Successful Candidate will hold:

- 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
- Minimum 3 years of experience working with women and children who have experienced harassment, sexual abuse and/or domestic violence
- Preference will be given to candidates with experience and training in Trauma-Informed care, mental health

recovery, harm reduction and substance use and are able to work with cultural competence

- Preference will be given to candidates who represent the population served by NYWS
- Current CPR and First Aid certificates
- Satisfactory Vulnerable Sector Checks (PVSC) with future checks

The Successful Candidate will possess the following skills:

- 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
- Excellent professional and empathetic communication skills, as well as strong problem-solving skills
- Strong organizational and time management skills with the ability to set priorities
- 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
- Strong adherence to ethical policies, procedures, and exercises a high degree of confidentiality and privacy of information as outlined in NYWS policies and procedures, as well as in Trauma-Informed Practice – Key Principles
- 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, up to and including, 30lbs; sit and/or stand for extended periods of time and reach with arms/hands. Walking, standing, bending, stooping, reaching, twisting, lifting, pushing, pulling and moving items is occasionally required.
- Must be able to talk, listen and speak clearly on telephone
- Exposure to illnesses such as cold and influenza on a weekly basis
- Exposed to loud sounds and high noise levels on a weekly basis
- Exposed to possible risks of managing conflicts amongst women and children in crisis
- 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, at all times, be able to function effectively and accountably with women, children, and adolescents who may have mental or behavioral challenges. The staff must be able to demonstrate appropriate daily behavior, express appropriate emotions. Hostility, aggression and unnecessary or inappropriate physical actions as well as inappropriate emotional expression are not acceptable.

Key Performance Indicators

- Client satisfaction
- Continuous Improvement (PD participation)
- Appropriate representation of NYWS at fundraising and outreach events
- Staff training
- Team collaboration
- Documentation
- Commitment to Trauma-Informed principles
- Alignment with Mission, Vision, Values

Application

If interested in this position, please submit **resume and cover letter** via email to careers@nyws.ca and quote **'Relief WA 2021'** in the subject line.

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.