

**Nelson Community Services**  
**JOB DESCRIPTION**

**JOB TITLE:** **TRANSITION HOUSE WOMEN'S SUPPORT WORKER**  
**Reports to:** Transition House Program Director  
**Classification:** Integrated Victim Service Worker and Transition House Worker  
**Grid Level:** 11  
**Effective Date:** March 2009  
**Last Updated:** February 2017  
**Union:** BCGEU  
**Job Summary:** The incumbent in this position provides a range of support services, practical assistance, information and referrals to women and their children who are fleeing abuse, including those women who present with varied complexities such as mental health and substance use issues on a part-time basis. Services are provided within a secure, welcoming residential setting. Part time and Casual employees have the same duties and responsibilities.

**Duties and Responsibilities:**

1. Conducts client intake by performing duties such as obtaining demographic information, providing information regarding the Transition House Support Worker role and services offered through program, assisting clients in completing intake forms, assessing women's needs, level of risk, and suitability for the program, and explaining issues related to confidentiality.
2. Provides emotional support to clients who are victims of domestic violence through active listening, debriefing experiences, validating feelings, and respecting client choices and decisions.
3. Assesses client needs for other services and provides information and referrals to other professionals and services as appropriate.
4. Provides crisis response, via crisis phone line, and intervention as necessary.
5. Develops client Service Plans, including personal safety plans; monitors plans to reflect changing risk, and liaises with police where appropriate.
6. Provides information on police, legal/court, and medical systems in general and specific to client needs; provides information on domestic violence, the cycle of abuse, power and control dynamics, impacts of trauma, and ways to avoid re-victimization.
7. Assists clients in completing forms such as applying for income assistance, rental housing, rental assistance, childcare subsidies, medical services, Criminal Injury Compensation, Victim Impact Statements, Affidavits, etc.
8. Liaises with police and victim service programs regarding information about client cases, including case status, hearing dates, etc.
9. Provides advocacy, when needed, to ensure client's interests, choices, and rights are heard and respected.
10. Arranges appointments (e.g. medical, legal, court orientation, etc.) on behalf of clients where appropriate, and coordinates accompaniment as needed.
11. Maintains up-to-date information of relevant community resources and develops and maintains good community relations.
12. Provides life skills and personal care supports through 1:1 and facilitation of groups.
13. Participates fully in the care and maintenance of the Transition House to ensure everyone's safety and smooth operations of the program, including light housekeeping, ordering supplies, arranging for immediate repairs, following fire safety procedures, etc.
14. Maintains case files and program communications as per policies and procedures.
15. Maintains statistical information for reporting purposes as per policy.
16. Participates in regular team meetings and case planning.

17. Engages in regular supervision with the Program Manager, including an annual performance review and the development of a training plan; participates in professional development relevant to this position.
18. Participates in the orientation of volunteers, practicum students, and new staff.
19. Engages in events and public awareness activities related to the program and the issue of violence against women.
20. Performs other related duties as required.

**Qualifications:**

**Education:**

Diploma in human services or related field or the equivalent combination of education, training, and experience.

**Experience:**

A minimum of one (1) year of experience supporting vulnerable women and children leaving violence and/or other vulnerable populations.

**Additional Skills:**

1. Strong understanding of the issues of violence against women and a feminist practice framework.
2. Working knowledge of harm reduction and reduced barrier practices.
3. Excellent time management and organizational skills.
4. Working knowledge of relevant community resources.
5. Well-developed interpersonal, oral and written communication skills.
6. Ability to work independently as well as with a team.
7. Ability to work well and network with other members of the community.
8. Proven experience with crisis intervention and crisis management.

**Other Information:**

1. Must be willing to work 12-hour solo day shift (Wednesday) with the possibility of an additional weekend day starting in August.
2. Must be able to manage well in a stressful environment dealing with clients in crisis situations and that may portray mental health and/or substance use issues.
3. Must hold a valid First Aid Certificate.

Approved by CSSEA: February 6, 2017  
Approved by BCGEU: February 23, 2017