

**Nelson Community Services  
JOB DESCRIPTION**

**JOB TITLE:** **WOMEN'S TRANSITION AND OUTREACH WORKER**  
**Reports to:** Transition House Program Director  
**Classification:** Family Support Worker  
**Grid Level:** 12  
**Effective Date:** March 2022  
**Last Updated:**  
**Union:** BCGEU  
**Job Summary:** The incumbent in this position provides transition and outreach services to adult women who have experienced, or are at-risk of, violence, abuse, or threats, and their dependent children. Program services are delivered within a feminist framework and place priority on the safety of women. Services are delivered to women in the Transition House program and to the rural areas surrounding Nelson.

**Duties and Responsibilities:**

1. Works within the Transition House program to connect with women both onsite and in offsite location both during their stay and to provide follow-up with those women who choose to maintain contact after leaving Transition House services
2. Covers 12 hour shifts at Transition House as needed
3. Works with women in the surrounding rural area on an outreach basis.
4. Develops and maintains relationships with related services such as victim services, hospital, police and other community programs.
5. In collaboration with the Transition House team, assesses the safety of each woman (and her children), and supports her in efforts to reduce risks to her safety, including development of a formal safety plan.
6. Offers supportive counseling, individually or in groups, to facilitate women's understanding of their experience and the emotional and psychological impact of the trauma resulting from abusive or violent experiences.
7. Makes referrals to other appropriate resources when needs are beyond the program's resources or mandate; maintains a thorough knowledge of community; advocates for women on an as-needed or as-requested basis.
8. Helps facilitate women and children transportation, accompaniment, and support as required or requested to attend important appointments (e.g. legal, medical, court, housing, etc.).
9. Participates in case consultations and Transition House Team meeting as well as program meetings with partner Outreach Worker, Transition House Coordinator and Program Director
10. Maintains client file records according to Agency policy and standards, as well as Ministry guidelines.
11. Compiles program data for partner Outreach Worker to meet report deadlines
12. Attends regular supervision with the Program Director
13. Participates in professional development and training relevant to this program area.
14. Performs other related duties as required.

**Qualifications:**

**Education:**

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

**Experience:**

Minimum of two (2) years' recent related experience in supporting women who have experienced violence, abuse, and/or threats.

**Additional Skills:**

1. Proven knowledge, skills and experience in supporting women who have experienced violence, abuse, and threat.
2. Experience in providing supportive counselling and advocacy within a feminist practice framework; ability to respect women's rights to their own values, beliefs, culture, and choices.
3. Competent in working with women from diverse cultural backgrounds and lifestyles.
4. Proven skills in conducting safety assessments and safety planning.
5. Proven skills in group development and facilitation techniques, particularly with women who have experienced violence and abuse.
6. Well-developed interpersonal, oral and written communication skills.
7. Ability to work cooperatively and collaboratively with co-workers, other community professionals, and the broader community.
8. Good organization, time, and general work management skills; an ability to work well independently and in a team environment.

**Other Information:**

1. Must hold a valid First Aid Certificate.
2. Must have a safe, reliable vehicle
3. Must carry cell phone, programmed with emergency numbers, when working out of program space.