

**Nelson Community Services
JOB DESCRIPTION**

JOB TITLE: **WOMEN'S OUTREACH WORKER**
Reports to: Executive Director
Classification: Family Support Worker
Grid Level: 12
Effective Date: March 2009
Last Updated: July 2023
Union: BCGEU
Job Summary: The incumbent in this position provides 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 in Nelson and in the surrounding area as well as at Aimee Beaulieu Transition House.

Duties and Responsibilities:

1. Receives referrals from clients and former clients of the local and neighboring transition houses, safe homes, and self-referrals.
2. Works closely with the local Transition House program to connect with women during their stay as well as to provide follow-up with those women who choose to maintain contact after leaving the Transition House.
3. Develops and maintains relationships with related services such as victim services, hospital, police, and other community programs.
4. 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.
5. 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.
6. 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.
7. Offers women and their children transportation, accompaniment, and support as required or requested to attend important appointments (e.g., legal, medical, court, housing, etc.).
8. Develops and delivers culturally appropriate public education initiatives to raise awareness of the effects of violence against women, of violence prevention, and of services available to women who have experienced violence, abuse or threats.
9. Participates in case consultations and Integrated Case Management meetings as required.
10. Adheres to the funder's standards, policies, principles, and deliverables as per the Contract.
11. Maintains client file records according to Agency policy and standards, as well as Ministry guidelines.
12. Compiles and submits program data and outcome reports as required by funders and the Agency; participates in program evaluations.
13. Attends regular supervision with the Program Supervisors, including an annual performance review and development of a training plan; attends agency staff meetings; attends local and regional peer support/case consultation meetings, as time permits.
14. Participates in professional development and training relevant to this program area.
15. Supervises practicum students as required.
16. 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 and trauma-informed 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 be willing to work flexible hours to meet the needs and demands of the program, including traveling to communities surrounding Nelson.
2. Must hold a valid First Aid Certificate.
3. Must hold a valid BC Class V Driver's License and have access to a reliable, safe, well-maintained clean vehicle with appropriate insurance.
4. Must carry a cell phone, programmed with emergency numbers.