



JOB DESCRIPTION

POSITION TITLE: VAW CRISIS WORKER
REPORTS TO: TEAM LEAD, SHELTER

POSITION SUMMARY

The VAW Crisis Worker reports to her Team Lead, Shelter, and is responsible for providing counselling, advocacy, information and support services for women and children accessing The Women's Centre Shelter services. The VAW Crisis Worker will deliver services in a manner consistent with the goals and objectives of the program and the policies and procedures of The Women's Centre Grey Bruce.

AREAS OF RESPONSIBILITY AND SELECTED DUTIES

COUNSELLING AND COMMUNICATION:

Provides professional-level counselling support to Shelter clients, based on a thorough understanding of The Women's Centre counselling philosophy and procedures to include as directed:

- Provides daily one on one supportive counselling to women and children.
- Provides telephone crisis counselling.
- Provides life skills coaching.
- Takes a client centred and collaborative approach when communicating with clients.
- Adheres to anti-racism, anti-oppression, and feminist practices.
- Shares information with clients about available supports through community agencies.
- Works in conjunction with clients to create service plans around areas such as: Employment, financial needs, medical needs, therapeutic needs, and provide referrals as needed.
- Initiates contact with clients and ensure needs are met promptly.
- Orient clients to house rules and procedures.
- Works toward a co-ordinated delivery of service for clients with team members.
- Reports child abuse in accordance with Child and Family Services Act and Women's Centre procedures and is available for follow-up counselling.

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DOCUMENTATION AND QUALITY MANAGEMENT:

Documents accurately all relevant activities of clients pertaining to their stay at The Women's Centre, using Shelter logging procedures.

- Documents all crisis telephone and day client contacts,
- Organize all written work in a clear and concise manner,
- Complete client intakes, discharge plans, discharges, safety planning, risk assessments, and incident reports,
- Accurately document clients' goals and provide advocacy at Case Management meetings,
- Accurately enter all statistics in agency database; understand and use available options.
- Completes daily checklist of activities as per shift.
- Assists clients with completing forms.
- Tracks bus tickets issued, and other transportation provided.
- Facilitates House Meetings and record details such as attendance,
- Administers petty cash, etc. as defined by procedures,
- Prepares reports as required.

POLICIES, PROCEDUES, VALUES, AND PROFESSIONAL PRACTICE:

Adhering to all policies, procedures, and legal requirements:

- Understands and apply relevant legislation and related tools, ie. VAW Emergency Standards, Occupational Health and Safety Act, Privacy Act, Employment Standards Act, etc., and ARAO practises,
- Demonstrates knowledgeable of applicable Agency policies, procedures and protocols which are incorporated into practices,
- Adheres to confidentiality and ethical practices,
- Attends and participates actively in team and staff meetings,
- Engages in constructive problem-solving strategies with peers and manager to continue to develop and improve program delivery,
- Attends regular staff supervision with Program Manager and identifies annual professional development goals during this process,
- Assists with on-the-job training of new staff, placement students and volunteers,
- Deals effectively with job-related stress including assessing personal need for time off and/or professional development,
- Performs other duties as authorized and/or requested by the Program Manager.



SUPPORT SERVICES:

Provides support services for women and children in residence which will ensure their comfort and safety, based upon a thorough knowledge of Women's Centre procedures:

- Ensures the facility is clean, orderly, and in good repair,
- Communicates any problems with the location immediately to the Program Manager,
- Implements alert, fire, safety, and health procedures,
- Promotes a safe work environment.

WORKING CONDITIONS:

- Works alone with women and children who are in crisis routinely,
- Possesses the ability to lift 10 kg occasionally,
- Possesses the ability to perform tasks such as pushing and pulling involved in moving furniture etc. occasionally,
- Climbs stairs daily,
- Bends, and reaches overhead routinely, and sits and stands over extended periods,
- Performs housekeeping activities such as bed making, vacuuming, and mopping floors, cooking etc. routinely.

QUALIFICATIONS:

- Holds a university degree or college diploma in social work or a related field,
- Has a sound working knowledge of violence against women and children's issues,
- Possesses experience in crisis and abuse-specific counselling,
- Possesses sound understanding of feminist issues.

JOB REQUIREMENT

- Must have a valid Standard First Aid/ CPR certification,
- Must have a clean and valid Vulnerable Sector Screen Report,
- Must have a valid driver's license and access to a reliable transportation,
- Must be available to work all shifts: 8am-4pm, 1pm – 9pm, 4pm – 12am, 12am – 8am weekdays and weekends.

Hours for this position are scheduled by the Management*

This is a Classification II position within the LiUNA Local 3000 of The Women's Centre Grey Bruce Collective Agreement.

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