



Career Opportunities: Shelter Support Worker-Relief Child & Youth Worker-Relief

Be a Part of the Residential Program Team:

This department provides programs and services that include a 30-bed shelter service, a 24-Hour Crisis Line, a Women's Program, a Children's Program. These services and programs are mainly organized and carried out through the structured and formal case management and client support process. The team provides programming and service delivery within a shift-based scheduling to ensure continuous service over days / evenings / overnights/ weekends.

SHELTER SUPPORT WORKER (RELIEF) – Women's Programs:

The position's overall responsibility is to ensure the effective delivery of services through a client support approach by: providing shelter services as needed, in the absence of full-time and part-time frontline staff. Incumbent will provide professional assistance and emotional support if necessary; ensuring that all information about significant occurrences on the shifts covered is accurately communicated to the relevant Case Coordinator.

Duties and Responsibilities (not limited to):

- Respond to 24-hour crisis line: conduct needs assessment; provide emotional support, social services and related information and resources, as needed
 - If needed, conduct admission and initial interviews and address client basic needs
 - Promptly deliver initial information to the Child & Youth Coordinator to develop case plans
 - If needed, provide emotional support
 - Assist in developing safety plans, if needed
 - Effective and accurate documentation of logs and client records
 - Perform building security check; observe and conform with health and safety requirements
 - Perform basic/mandatory shelter operation and office administration tasks
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CHILD & YOUTH WORKER (RELIEF) - Children's Programs:

The position's overall responsibility is to ensure the effective delivery of services through a client support approach by: providing shelter services as needed, in the absence of full-time and part-time frontline staff. Incumbent will provide professional assistance and emotional support if necessary; ensuring that all information about significant occurrences on the night shift is accurately communicated to the Child & Youth Coordinator.

Duties and Responsibilities (not limited to):

- As needed, conduct children's basic admission interviews with parents and facilitate their settlement in the shelter
 - Deliver initial information to Child & Youth Coordinator to develop case plans
 - If needed, provide emotional support to clients
 - Observe and conform with health and safety requirements
 - Perform basic and mandatory shelter operation and office administration tasks
 - Assist with facilitating group workshops
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Job Requirements & Competencies:

- Relevant education and/or related experience in programs for intimate partner violence against women and/or:
 - Relevant education and/or related experience in programs Child & Youth programs
 - 6 months experience in providing emotional support to women and their children experiencing intimate partner violence
 - Knowledge and experience in crisis intervention
 - Knowledge and understanding of issues affecting women and children who have experienced intimate partner violence and resources to support them.
 - Excellent documentation skills
 - Ability to navigate database and program software
 - Experience using Microsoft Word, Outlook, Excel, Access and Power Point ability to use database
 - Demonstrated skills in Microsoft Word, Outlook, Excel, Access and ability to use client case management database
 - Consistent ability to demonstrate professional behavior in delivery of services and adhere to policies and procedures and best practices
 - Ability to communicate verbal and written information formally, accurately and clearly
 - Goal and results driven
 - Respect for boundaries and excellent interpersonal skills
 - Ability to manage conflicts Capable of managing own emotional difficulties
 - Group facilitation and presentation skills
 - Observation of strict confidentiality
 - Demonstrate initiative to be proactive in the job
 - Ability to develop reliable work relationships within a diverse work environment
 - Demonstrated ability to positively accept and respond to feedback
 - Must be flexible with workdays and/or hours
 - Valid First Aid/CPR/Food Handling certificates
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Please submit your cover letter and resume to:

Attention: Human Resources / Subject line: **RELIEF POSITIONS** / Email: personnel@intervalhouse.ca

Good to Know:

We thank all applicants, however, only applicants with the required qualifications and competencies will be contacted.

Must be legally eligible to work in Canada and/or must have a valid work permit that allows the candidate to fulfill the requirements of the role.

All successful applicants must undergo a police vulnerable sector check.

Interval demonstrates its commitment to equity, diversity and inclusion, respect in the workplace and does not condone any form of discrimination and workplace violence.