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

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

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

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.