



## **Career Opportunity: Family Support Worker Full Time 1-Year Contract**

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### **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/nights/ weekends.

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### **Job Summary:**

The position is accountable for providing professional assistance that will help the children and their mothers realize their goals by realistically assessing the child and youth individual needs, developing and implementing action plans. The incumbent is also responsible for providing shelter coverage to provide professional assistance and emotional support to women as necessary.

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### **Duties and Responsibilities (not limited to):**

- As needed, conduct children's admission interviews with parents and facilitate their settlement in the shelter
  - Assess clients' information and schedule appointments with parents to develop and implement case plans to meet clients' goals
  - Perform individual supportive counselling for children
  - Follow through to ensure accomplishment of case plans
  - Prepare accurate, thorough and timely recording of case-based information
  - Operate 24-hour crisis in a timely manner
  - Assist clients with custody process, advocate and facilitate access various systems/resources
  - Conduct needs assessment with clients and provide emotional support to women experiencing intimate partner violence
  - Assist with developing safety plans
  - Facilitate conflict resolution
  - Monitor and adhere to building security requirements
  - Perform regular office administration and shelter operations tasks
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### **Job Requirements & Competencies:**

- Relevant education and 2-year related experience in programs for child and youth
  - Relevant education and/or related experience in programs for intimate partner violence against women
  - At least 1-year experience in providing emotional support to women experiencing intimate partner violence, and child & youth counselling
  - In-depth knowledge and understanding of issues affecting women and children who have experienced intimate partner violence and resources to support them.
  - Knowledge of resources and support services available to children and their mothers
  - Skills and experience in program planning and implementation
  - Excellent documentation skills and records management
  - Facilitation and presentation skills for groups
  - Understanding of statistical data collection for reporting purposes
  - Ability to navigate database and client case management software
  - Demonstrated skills in Microsoft Office Applications
  - Ability to adhere to and apply policies and procedures and best practices
  - Goal and results oriented
  - Observation of strict confidentiality
  - Ability to consistently demonstrate professional behavior in delivery of services
  - Respect for boundaries and excellent interpersonal skills
  - Demonstrated ability to positively accept and respond to feedback
  - Ability to communicate verbal and written information formally, accurately and clearly
  - Effective time management skills
  - Ability to manage conflicts
  - Demonstrate initiative to be proactive in the job
  - Ability to develop reliable work relationships within a diverse work environment
  - Capable of managing own emotional difficulties
  - Must be flexible with workdays and/or hours
  - Valid First Aid/CPR/Food Handling certificates or be willing to accept training
  - Some physical activity is required ex. Light to moderate lifting, climbing stairs etc.
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### **You will benefit from:**

- Group Insurance benefits, if eligible
  - Competitive compensation
  - Employee's Work-life balance
  - A positive work environment
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### **Please submit your cover letter and resume to:**

Attention: Human Resources  
Subject line: **FAMILY SUPPORT WORKER**  
Email: [personnel@intervalhouse.ca](mailto: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.