



## JOB POSTING

### RELIEF RESIDENTIAL CLIENT ADVOCATE

(Bargaining Unit Position as per Collective Agreement)

**(Shifts include: day, afternoon, overnight and weekend)**

**Must have flexible availability**

**Wage range \$18.17-20.75 per hour**

#### KEY RESPONSIBILITIES:

1. Participate in direct service to clients, including but not limited to assessment, admits, referrals, conflict resolution, and telephone crisis intervention.
2. Ensure the overall management, safety and security of the shelter is maintained.
3. Ensure the keeping of systematic records including client files, house forms, logs and relevant statistics within the designated program area.
4. Assist in the training and supervision of students and volunteers.
5. Understand and follow protocols with community partners.
6. Work safely, identify any health and safety concerns and report to management, and follow Mission Services workplace health and safety policies and procedures at all times.
7. Ensure that clients have access to participate in barrier-free services and assist and empower each client to become more independent.
8. Other duties as required to ensure the continuation of service to residents/clients.

#### QUALIFICATIONS:

1. A degree or diploma in Social Work, Concurrent Disorders, Assaulted Women's and Children's Counsellor, or equivalent combination of education and experience.
2. One or two years related experience in working with abused women and managing client cases.
3. Demonstrated understanding and knowledge of issues of woman abuse and child abuse.
4. Excellent Anti-Racism/Anti-Oppression analysis and practice.
5. Excellent counselling, crisis intervention, organizational and interpersonal skills.
6. Ability to work under pressure and in crisis situations.
7. Confident decision maker and enthusiastic team player.
8. Committed to upholding the organization's mission, values and standards.
9. Fluency in French is an asset.

Mission Services is an equal opportunity employer

In accordance with the Accessibility for Ontarians with Disabilities Act, Mission Services is committed to accommodating individual needs of applicants with disabilities throughout the recruitment process. Please call Human Resources at 905-528-5100 Ext. 3115 or email at [ecowan@mission-services.com](mailto:ecowan@mission-services.com), if you require an accommodation to ensure your equal participation during the recruitment and selection process.

#### How to Apply

*Please submit a résumé with cover letter to:*

**Director – Women's Services**

**Mission Services of Hamilton**

**P.O. Box 368, Hamilton, ON L8L 7W2 or email to [claliberte@mission-services.com](mailto:claliberte@mission-services.com)**

**Applications will be accepted until the position is filled**