



JOB POSTING

FULL – TIME RESIDENTIAL CLIENT ADVOCATE

(Bargaining Unit Position as per Collective Agreement)

(Shifts include: Day and afternoon)

Wage range \$17.11-\$19.94 per hour

One (1) Position Available

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 services, and/or social work, 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.

Please submit a résumé with cover letter by July 13th to:

Program Manager – Women's Services

Mission Services of Hamilton

P.O. Box 368, Hamilton, ON L8L 7W2 or email to Lsantone@mission-services.com

Mission Services is committed to providing accommodations for people with disabilities. If you require an accommodation, we will work with you to meet your needs.