



## **JOB POSTING**

**Mission Services**

**Women's Services**

**Inasmuch House**

**Residential Client Advocate-Relief**

**Must Have Flexible Availability**

**Multiple Positions**

(Bargaining Unit Position as per Collective Agreement)

**Wage: \$22.08 - \$24.86 Per Hour**

**(\$1.00 Per Hour Shift Premium for all Night & Weekend shifts\*\*)**

**Posting No. MS0445**

**POSITION SUMMARY:** The Residential Client Advocate at Mission Services uses a client-centered approach to support women-identified individuals and their dependents who are experiencing abuse and/or homelessness while offering a safe space for individuals residing in the Women's Shelter during this process. The Residential Client Advocate will provide service from a trauma-informed, ARAO lens, and a client-centered approach while respecting each woman's self-determination and personal decision making.

### **KEY RESPONSIBILITIES:**

- Provide direct service to women and their dependents, including but not limited to, conducting safety planning and risk management, completing assessments and admits, offering housing information and completing housing applications, offering referrals, participating in conflict resolution and offering crisis intervention by phone and through web and text-based service
- Engage with service users in all areas of the women's shelter
- Participate in developing and delivering on site groups and activities for women
- Ensure the overall management, safety and security of the women's shelter is maintained
- Keep systematic records using automated case management software and in-house tools such as log books and report templates
- Assist in the training and supervision of students and volunteers at Women's Services
- Understand and follow protocols with community partners such as Hamilton Police Services, Children's Aid Society and School board
- Participate in regularly scheduled staff meetings and training
- 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
- Ensure that service users have access to participate in barrier-free services, assist and empower each service user to become more independent
- Adhere to a strict confidentiality policy
- Other duties as required to ensure the continuation of service to residents

**QUALIFICATIONS:**

- Successful candidates will hold at minimum a diploma in Social Service Work. A diploma in Assaulted Women and Children Counsellor/Advocate, or degree in Social Work, is preferred
- Minimum two (2) years of work experience in fields of gender-based violence, child abuse, mental health, concurrent disorders, counselling and other social services supporting vulnerable women; two-four (2-4) years of experience is preferred
- Demonstrated understanding of gender-based violence, child abuse, mental health disorders, addiction, poverty and homelessness
- Demonstrated understanding of working from an intersectional feminist lens
- Demonstrated ability to provide person-centered, trauma-informed and AR/AO services and supports to women and children with diverse experiences and identities
- Excellent counselling, crisis intervention, organizational and interpersonal skills
- Ability to work under pressure and in crisis situations
- Confident decision maker and enthusiastic team player
- Committed to upholding the organization's mission, values and standards
- Fluency in French is an asset

**HOURS OF WORK:**

- Varies with shift availability
- Must be available to work day, afternoon, night and weekend shifts
- Must have flexible availability

**REQUIREMENTS:**

- Police Vulnerable Sector Check
- Two-Step Tuberculosis Skin Test
- Proof of double COVID-19 vaccination, or willingness to register to receive these vaccinations as soon as possible

**COMPENSATION:**

- Wage starts at \$22.08 per hour
- \*\*Shift Premium - effective June 18, 2023 a shift premium of \$1.00 per hour will be applied to all hours worked within the night shift and weekend shift rotation. This will be in effect until June 17, 2024.

**To apply for this position, please send your cover letter and resume by 5:00PM November 23, 2023 to:**  
**Director of Human Resources**  
**Mission Services of Hamilton**  
**P.O. Box 368, Hamilton, ON L8L 7W2 or email to [HR@mission-services.com](mailto:HR@mission-services.com)**

*To ensure that Mission Services follows a fair, consistent recruitment and selection process, candidates may be selected for interview once the posting closes as per the date noted in this posting*

*At Mission Services of Hamilton, we value diversity in our employees and we work from an anti-racism/anti-oppression framework and strive for equity and inclusion.*

*We strive to foster an organization that reflects the diversity of the community we serve and welcome applications from all qualified candidates. We encourage applications from individuals from underserved and underrepresented cultural and racial communities, from First Nations Inuit and Metis communities, Two-Spirit, LGBTQIA+ communities, and people living with disabilities, and those with lived experience of homelessness, mental health difficulties and addictions.*

*Mission Services is also committed to developing an inclusive, barrier-free selection process and work environment. We thank all applicants, however, only those candidates selected for an interview will be contacted. If contacted, please advise us if you require any accommodation measures to ensure you will be interviewed in a fair and equitable manner. Information received relating to accommodation requests will be treated with confidentiality.*