



## **JOB POSTING**

### **WOMEN'S SERVICES – INASMUCH HOUSE**

#### **Full-Time Emergency Residential Team Support Worker**

(Bargaining Unit Position as per Collective Agreement)

**Wage range \$18.49 – \$21.11 per hour**

#### **KEY RESPONSIBILITIES:**

- Provide support to the daily operations of Emergency Residential and Child & Youth Programs operated at Inasmuch House. This includes:
  - Working collaboratively with front line staff to ensure individual service plan milestones are met, and good documentation practices are maintained
  - Offering mentoring and problem solving support as necessary including leadership support to frontline team at shift change
  - Providing problem solving support directly to residents as required
  - Ensuring appropriate direct service resources are in place including providing support to program workers to access interpreters, personal care workers, respite child care and other auxiliary services and supports to meet residents' needs
  - Acting as liaison with community partners providing service at Inasmuch House to support their effective program delivery; establishing and maintaining good working relationships with other service providers to ensure continuity of service for residents/clients
  - Participating in the orientation and training of new workers, students and volunteers with direction and support from the Management Team
  - Maintaining good communication with Program Manager to assist in identifying trends, issues, and training needs
  - Maintaining administrative systems to support daily operations including monitoring a variety of in-house logs and tracking processes
  - Monitoring and maintaining supplies of program materials, including ordering/shopping and distribution/storage/dispersal of items
- Work closely with the Assistant Director and Program Manager to oversee student placements at Inasmuch
- Work safely and identify any health and safety hazards
- Other duties as required to ensure the continuation of support to team and service to residents/clients

#### **QUALIFICATIONS:**

- Successful candidates will hold at minimum a diploma in Social Service Work. A diploma in Assaulted Women's and Children's Counsellor or degree in Social Work is preferred
- Minimum 2 years of work experience in fields of addiction, mental health, concurrent disorders, counselling and other social services supporting vulnerable women; 2-4 years is preferred
- Minimum 2 years managing client cases in a VAW setting
- Demonstrated understanding of gender-based violence, child abuse, mental health disorders, addiction, poverty and homelessness
- Demonstrated ability to provide person-centered, trauma and AR/AO informed services and supports to women and children with diverse experiences and identities

- Excellent knowledge and skill in VAW service modalities including safety assessment and risk management, abuse education, motivational interviewing and group facilitation
- Ability to work under pressure and in crisis situations
- Excellent organizational and interpersonal skills
- Sound knowledge of good documentation practices and related tools
- Experience with WISH software is required
- Confident decision maker, assertive communicator and enthusiastic team player
- Committed to upholding the organization's mission, values and standards
- Fluency in French is an asset

**HOURS OF WORK:**

- 37.5 hours per week
- Ability to work a set schedule of day, mid-day, evening and some weekend shifts

**REQUIREMENTS:**

- Police Record Check including a Vulnerable Sector Check
- Two-Step Tuberculosis Skin Test

**To apply for this position, please send your cover letter and resume by June 11, 2019 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)**

**Mission Services is an equal opportunity employer** – If you require an accommodation during the recruitment and selection process, please let us know. We will work with you to meet your needs.

We thank all applicants, however, only those candidates selected for an interview will be contacted.