



JOB POSTING

Women's Services

RELIEF RESIDENTIAL CLIENT ADVOCATE

MUST HAVE FLEXIBLE AVAILABILITY

(Bargaining Unit Position as per Collective Agreement)

Wage \$18.49 - \$21.11 per hour

KEY RESPONSIBILITIES:

- Provide direct service to women and their dependents, including but not limited to conducting safety assessments and risk management, completing admits, offering referrals, participating in conflict resolution and telephone crisis intervention
- Participate in developing and delivering on site groups and activities for women
- Ensure the overall management, safety and security of the 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
- 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 clients have access to participate in barrier-free services and assist and empower each client to become more independent
- Adhere to a strict confidentiality policy
- Other duties as required to ensure the continuation of 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
- 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 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
- Hours can include day, afternoon, night and 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 January 15th, 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

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.