



JOB POSTING

Women's Services

FULL-TIME RESIDENTIAL CLIENT ADVOCATE

(Bargaining Unit Position as per Collective Agreement)

Wage \$18.49 - \$21.11

KEY RESPONSIBILITIES:

- Provide direct service and case management to women and their dependents, including but not limited to conducting safety planning and risk management, completing client assessments and admits, offering housing information and completing housing applications, 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
- Participate in regularly scheduled staff meetings
- 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 set and take steps towards achieving their personal goals
- 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 and Advocate or degree in Social Work is preferred
- Minimum 2 years of work experience in fields of gender-based violence, 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 understanding of working from an intersectional feminist lens
- 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:

- 37.5 hours per week
- Ability to work a schedule rotation of day, afternoon and weekend shifts in order to meet the needs of the program

REQUIREMENTS:

- Police Vulnerable Sector Check
- Two-Step Tuberculosis Skin Test

To apply for this position, please send your cover letter and resume by 5:00 pm on September 16, 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

At Mission Services of Hamilton, we value diversity in our employees and are proud to be an Equal Opportunity Employer. We thank all applicants, however, only those candidates selected for an interview will be contacted. If you require an accommodation during the recruitment and selection process, please let us know. We will work with you to meet your needs.