Island Women Against Violence
Employee Job Description

Job Title: Transition House Worker
Program: Salt Spring Island Transition House
Responsible to: Transition House Manager
Classification: Transition House Worker
Grid Level: JJEP Wage grid, Grid Level 10

Job Summary: The Transition House Worker's role is to provide support, security, advocacy, information, education, crisis intervention and referrals to residents and crisis line callers, which includes a range of non-judgemental practical and emotional support services to women and their children.

Qualifications:
Education and Knowledge:
- Diploma in a related human/social service field.
- Sound knowledge and understanding in the area of violence against women and children.

Training and Experience:
- Minimum (1) one year recent related experience. Or, an equivalent combination of education, training and experience.

Additional Requirements:
- Must be able to maintain strong confidentiality.
  - Excellent communication skills and an ability to interact in a non-judgemental, non-blaming way is essential.
  - A current criminal records check/Vulnerable Populations review is required.
  - Current Standard First Aid/CPR

Key Duties and Responsibilities:
1. Screens prospective residents for suitability prior to admission. Conducts intake interviews. Orient and assists residents to settle in the house.
2. Assesses residents' immediate needs and assists them to define and implement an action plan. Provides information to residents on resources available and recommends appropriate services.
3. Monitors and ensures the safety and comfort of residents and the security of the facility. Facilitates resolution of conflicts between residents.
4. Provides emotional support, encouragement, goal setting and problem solving supports to residents. Facilitates house and/or support group meetings.
5. Liaises with other service agencies and professionals. Maintains current knowledge of issues and resources related to abuse and violence. Provides presentations and public awareness activities about services and issues of abuse.
6. Ensures housekeeping services such as laundry, housecleaning, grocery shopping and maintaining supplies are completed. Orders supplies/groceries; performs minor maintenance.
7. Provides crisis intervention and risk assessment for residents and crisis line callers. Provides information, advocacy for and assistance to residents and crisis line callers.
8. Maintains case notes, resident records, documents, forms and statistical information.
9. Adheres to the organizational mandate, mission, vision, ethics, organizational structure, policies and procedures.
10. Works within the context of Transition House contracted service delivery and established program operating policies and procedures.
11. Regularly participates in transition house staff meetings.
12. Under the direction of the manager, orients and assigns duties to volunteers/practicum students.
13. Accompanies and/or transports residents to outside services.
14. Performs other related duties as required.