



## Transition House Worker Job Description

**Position:** Transition House Worker  
**Worksite:** Salt Spring Island Transition House  
**Responsible to:** Transition House Manager  
**Classification:** Transition House Worker  
**Grid Level:** JJEP Wage Grid 10

### **Summary:**

Under the direction and supervision of the Transition House Manager, the Transition House Worker implements the day-to-day activities of the SSI Transition House. This includes providing support, security, advocacy, information, education, crisis intervention and referrals to residents and crisis line callers. The Transition House Worker will provide non-judgemental, practical and emotional support to residents who identify as women and their children.

### **Qualifications:**

#### **Education, training and experience:**

- Diploma in a related human/social service field
- Sounds knowledge and understanding of gender-based violence
- Minimum one year recent related experience
- Or an equivalent combination of education, training and experience

#### **Job Skills and Abilities:**

- Demonstrated teamwork and ability to work collaboratively
- Ability to work cooperatively and effectively with a diverse group of people
- Strong oral and written communication skills
- Strong interpersonal skills and the ability to communicate effectively and tactfully
- Must be able to maintain strict confidentiality
- Strong problem solving and decision making abilities
- Works in a respectful and cooperative manner with staff, tenants and other service providers

**Additional Requirements:**

- Criminal Record Check for Vulnerable Populations
- Standard First Aid/CPR certification
- Adheres to the philosophy, policies and procedures of IWAV
- Signs and adheres to Oath of Confidentiality and Code of Ethics

**Key Duties and Responsibilities:**

- Screens prospective residents for suitability prior to admission. Conducts intake interview. Orients and assists residents as they settle into the Transition House.
- 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.
- Monitors and ensures the safety and comfort of residents and the security of the facility. Facilitates conflict resolution between residents.
- Provides emotional support, encouragement, goal setting and problem solving supports to residents. Facilitates house and/or support group meetings.
- Liaises with other service agencies and professionals. Maintains current knowledge of issues and resources related to gender based violence. Provides presentations and public awareness activities about IWAV services.
- Ensures housekeeping services such as laundry, housecleaning, grocery shopping and maintaining supplies are completed. Orders supplies/groceries; performs minor maintenance.
- Provides crisis intervention and risk assessment for residents and crisis line callers. Provides information, advocacy for and assistance to residents and crisis line callers.
- Maintains case notes, resident records, documents, forms and statistical information.
- Works within the context of the Transition House contracted service delivery and established program operating policies and procedures.
- Regularly participates in Transition House staff meetings.
- Under the direction of the Transition House Manager, orients and assigns duties to volunteers, practicum students and staff in training.
- Performs other related duties as required.

**Accountability:**

- Reports to and meets with the Transition House Manager as required.
- Maintains current knowledge of and complies with IWAV mandate, mission, policies, procedures, standards of practice and collective agreement.
- Maintains strict confidentiality of information gained as a result of employment with IWAV.
- Alerts the Transition House Manager promptly of any extraordinary circumstances, including financial, legal or ethical issues that may arise.

**Community Liaison and Public Relations:**

- Develops and maintains relationships with related service providers and IWAV staff.
- Represents IWAV positively and professionally.