

## Wilma's Transition Society *Support Worker Job Description*

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The Women's Support Worker provides supportive counseling, education, information and referrals to women and their children who are dealing with the effects of family violence.

The Women's Support Worker provides non-judgmental support, practical assistance and advocacy to women experiencing family violence; those who are at risk and those who are dealing with addictions related to the issue of family violence. The Women's Support Worker advocates for a woman's right to choose and promotes violence free living.

### **Role and Responsibilities:**

- To assess a prospective resident for suitability for residence in a communal living setting
- To orient new residents to the house and the Society's expectations of them
- To provide non-judgmental support, encouragement, information regarding options, advocacy with official bureaucracies for women who have experienced abuse
- Maintains client confidentiality
- Completes client intake forms and maintains client records (on a daily basis)
- Assists clients in recognizing their rights and responsibilities.
- Assists and provides clients with referrals, advocacy and transportation, for service-related appointments
- Accompanies and advocates for clients attending court and other agencies
- Create and maintains an atmosphere of safety and trust for clients in the Transition House/Second Stage.
- Create a plan for the woman to be successful in leaving the abuse and leaving the transition house in 30 days and create plans with those who call the crisis line
- Facilitates groups for residents including mediation of concerns that arise in a communal living setting
- Assists in the daily morning and evening meetings with residents.
- Provide direction, encouragement, appreciation and supervision for volunteers at the transition house
- Provide leadership, encouragement and a positive role model for residents to maintain the house in a clean, tidy and safe manner.
- Must stay current regarding local resources and/or all issues relating to family violence.
- Monitor and ensure adequate supplies, including food, linens and housecleaning supplies are maintained
- Provide information and liaison with the general public and other agencies
- Participates in training programs and workshops as directed or approved by the Executive Director.
- Keeps accurate records including statistics, case notes and inter-staff communications
- Completes a daily activity report with any supporting documentation for submission on a monthly basis. (usually in the first week after the month end)
- Additional duties as assigned
- Participates in Transition House/Second Stage staff meetings and any other meetings or events as requested.
- 6 hours of volunteer time is required for full time workers and 3 hour of volunteer time for part-time and on-call workers on any of Wilma's Transition Society's initiatives
- Performs other duties as directed.



P.O. Box 2025, Sardis Station Main  
Chilliwack, BC, V2R 1A5

**Administrative Office:** 604-824-0939 **Fax:** 604-824-0937

#### Qualifications and Education Requirements:

- Post-secondary education in the social work field; either in progress or completed.
- Experience not essential but beneficial
- Specialized training in violence in the family from a recognized program
- Current First Aid Certificate
- Class 5 Drivers License
- Acceptable Criminal Records Search

#### Preferred Skills:

- Ability to communicate effectively both verbally and writing
- Interpersonal skills necessary to deal effectively and compassionately with clients and volunteers
- Ability to organize and prioritize work effectively
- Ability to work with a minimum of supervision but to work effectively in a team setting
- Non-judgmental, feminist beliefs and attitudes.

Job Types: Part-time, Casual

Salary: From \$17.00 per hour

Benefits:

- Casual dress
- Company events
- Flexible schedule
- On-site parking

Schedule:

- 12 hour shift
- 8 hour shift
- Day shift
- Holidays
- Night shift
- Weekends