



SHELTER WORKER, RELIEF POSITION WEEKDAY, EVENINGS, OVERNIGHTS

About Yellow Brick House

Yellow Brick House is a leading provider of life-saving services to women, families and children who have experienced violence and abuse. We offer emergency shelter, individual, group and child counselling, legal support services, transitional housing support, and public education programs.

PROFILE:

Reporting to the Direct Services Supervisor, The Relief Shelter Worker position is responsible to provide support to individuals identifying as female and their children who are temporarily residing in the shelter and to fill schedule gaps as required by the Agency.

RESPONSIBILITIES:

The major responsibilities of this position include, but are not limited to:

Direct Service:

- Provide screening, intake, and assessment for clients in order to determine the appropriate programming and/or services.
- Counsel clients, individual and in group sessions, to assist in overcoming trauma, adjusting to life, and making changes.
- Acts as a resource to clients in the areas of mental health, harm reduction and the dynamics of gender-based violence.
- Provides crisis intervention to residents by telephone, text, or in-person.
- Intervene as advocate for clients to resolve emergency problems in crisis situations.
- Conducts discharge interviews with residents as required.
- Assists individuals who identify as women to understand the cycle of violence and the effects of violence on themselves and their children.
- Provides support to address individuals who identify as women's needs in a communal living setting.
- Explore all available resources in maximizing the most effective plan for the client.
- Liaise with community resources as necessary, in assisting and supporting residents throughout the shift (i.e., hospital, police, Children's Aid Society, etc.)
- Provide ongoing evaluation and revision of client's goals/progress.
- Provide appropriate intervention to the client and the community based on their assessment and plan.
- Maintain positive relationships with other service providers, including but not limited to Children's Aid Society, law enforcement, social workers etc.
- Overall monitoring of the shelter(s) to ensure safety for all residents and staff.
- Other duties as required.

Documentation:

- Maintains daily confidential, pertinent, accurate and non-judgmental logging on each client as per Yellow Brick House procedures.
- Create and maintain client files according to Yellow Brick House policies.
- Compile caseload statistics and prepare program and client reports as required.

Engagement

- Communicate fully and openly with supervision; keeping supervisor fully informed of relevant client and staff member information, at all times.
- Active positive participation in regular team meetings
- Maintain a positive approach and a professional manner at all times.
- Keeps up-to date on issues relating to gender-based violence and evidence-based practices for intervention as it pertains to woman and children.
- Maintain community awareness of Yellow Brick House programs throughout York Region
- Acts as a Brand Ambassador for the Yellow Brick House
- Participates in internal/external committees as required.
- Attends training sessions as required.
- Works in a team environment; provides support and information to team members and assists other staff when required.
- Fosters and maintains an anti-oppression working environment.

PERFORMANCE MEASURES:

- Client Satisfaction
- Service Quality
- Accurate Documentation
- Meet program targets as defined.

QUALIFICATIONS & SKILLS:

- Completion of a post secondary degree/diploma in social work with emphasis in intersectional Feminist, anti racism, Anti oppression framework.
- 1-3 years of group and individual counselling or crisis support work.
- Mental Health/Addiction counselling experience would be considered an asset.
- Knowledge and understanding of abuse/violence against women and children.
- English language as well as other languages used by client population (i.e., Spanish, Arabic, Cantonese, Mandarin, Farsi etc.)
- Proficiency with Microsoft Office and database applications. Wish would be considered an asset.
- Familiar and comfortable with technology-assisted platforms, specifically video conferencing, MS Teams, Zoom, etc.

- Capable of working in a multidisciplinary environment with a variety of community professionals.
- Knowledge of the Mental Health Act, the Child and Family Services Act and adherence to ethical and professional standards of conduct is required.
- Capable of using therapeutic modalities to work with different types of clients presenting a wide range of issues. (Harm Reduction, Trauma Informed)
- Must be able to work flexible hours including days, weekends, evenings.
- A current police vulnerable sector screening (VSS) is required.
- Valid Driver's License and confirmation of \$1 M liability insurance with access to vehicle.
- All staff are required to be fully vaccinated and provide copy of the vaccination.
- Working knowledge of application of Anti-Oppressive and Feminist frameworks

CORE COMPETENCIES:

- Interpersonal
- Deadline Attainment
- Communication (Written and Verbal)
- Decision Making
- Crises Management

- Collaborative
- Ability to work independently.
- Trauma informed.
- Cultural Sensitivity
- Ethics and Integrity
- Planning and Organizing
- Energy and Stress
- Problem Solving
- Research and Analysis
- Providing Consultation
- Accountability and Dependability
- Policy Adherence
- Coaching and Mentoring
- Mediating and Negotiating
- Enforcing laws, rules and regulations

WORKING CONDITIONS:

- Works in a shelter environment either inside or outside in typically pleasant

conditions. Typical conditions are such that some risk of injury or harmful effect may be possible.

- May be exposed to infectious waste, diseases, conditions including exposure to Covid.
- Interacts with clients, staff, visitors, government agencies, personnel under all circumstances, which may be traumatic situations.
- Some travel required between shelters.
- There is regularly a need to meet after or before normal business hours.
- Must be able to sit/stand for extended period of time.
- Irregular hours
- Intermittent physical activity, including lifting, standing, walking, and supporting clients

Yellow Brick House would like to thank all applicants for their interests; however only those selected for an interview will be contacted.

Yellow Brick House is an equal opportunity employer, and we will accommodate your needs under the Ontario Human Rights Code. Upon individual request, hiring processes will be modified to remove barriers to accommodate those with disabilities. Should any applicant require accommodation through the application, interview or selection processes, please contact the Human Resources Department for assistance.

Please be advised that in order to be eligible for employment at Yellow Brick House, all new hires must have received the full series of a COVID-19 vaccine or combination of COVID-19 vaccines approved by Health Canada (e.g., two doses of a two-dose vaccine series, or one dose of a single-dose vaccine series); AND have received the final dose of the COVID-19 vaccine at least 14 days prior to the hired employee's first date of employment. Medical exemptions or any other kind of requested exemption based upon the Yellow Brick House's obligations pursuant to the Ontario Human Rights Code will be considered on a case-by-case basis.

Please submit your resume to jobs@yellowbrickhouse.org