

**Relief Worker
Casual (Onsite)**

This role is filling an new vacancies

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, and transitional housing support.

PROFILE:

Reporting to the Direct Services Manager, The Relief Shelter Worker position is responsible to provide support to service users 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 basic screening, intake, and assessment for service users and determining the appropriate programming and/or services.
- Assist in administering service user satisfaction surveys as required.
- Provide short term crisis support, individual and in group workshops, to assist in overcoming trauma, adjusting to life, and making changes as required.
- Provide services from a trauma-informed, integrated feminist, anti-racist, anti-colonial, and anti oppression framework.
- Assists in providing service users emotional support to understand the cycle of violence and the effects of violence on themselves and their children.
- Acts as a resource to service users in the areas of mental health, harm reduction and the dynamics of gender-based violence.
- Provides crisis intervention and advocacy to service users by telephone, text, virtual, or in person to resolve emergency problems and crisis situations.
- Provides support to address service user needs in a communal living setting.
- Liaise with community resources as necessary, in assisting and supporting residents throughout the shift (i.e., hospital, police, Children's Aid Society, etc.)
- Supports with intervention to the service user 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.
- Support house maintenance as required.
- 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.

HEALTH AND SAFETY RESPONSIBILITIES:

- Follow the duties and responsibilities specified under the Occupational Health & Safety Act Sections 28.
- Ensure all safety and non-safety rules and regulations are followed.
- Ensure adherence to established safety, quality, and housekeeping standards.
- Attends Environmental Health and Safety training.
- Adhere to Yellow Brick House health and safety, environmental, and quality standards, policies and procedures.
- Report any known hazard, defect, incident or compliance issue to the employer or supervisor.
- Understand BILL 132 and 168 and uphold the policies that prohibit domestic violence, workplace violence, sexual harassment and harassment in the Workplace.

PERFORMANCE MEASURES:

- Service User Satisfaction & Engagement
- Quality of Service Delivery & Intervention
- Accuracy & Timelessness of Documentation
- Effectiveness of Crisis Response & Risk Management
- Support Planning & Case Outcomes as required

QUALIFICATIONS & SKILLS:

- Completion of Social Work Diploma with practicum of 500-700 hours. Completion of BSW, MSW is preferred.
- 2-3 years of group and individual crisis support work.
- 2-3 years working with diverse clientele and vulnerable service users.
- 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.) considered an asset.
- 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, WISH 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.

- Must be able to work flexible hours including days, weekends, evenings.
- A current police vulnerable sector screening (VSS) is required.
- Must have reliable transportation
- Working knowledge of application of Anti-Oppressive and Feminist frameworks

CORE COMPETENCIES:

- Anti Oppressive & Culturally Responsive
- Communication & Collaboration
- Documentation, Organization, and Accountability
- Adaptability & Continuous Improvement
- Critical Thinking & Decision Making
- Crisis Intervention & Case Management
- Service User Support Planning and Advocacy
- Trauma-Informed Practice
- Community Coordination & System Navigation

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 service users, staff, visitors, government agencies, personnel under all circumstances, which may be traumatic situations.
- Some travel required between shelters and around local areas as required.
- 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 service users

Compensation: The compensation for the position is \$27.45/hour

Hours of Work: Daytime, Afternoon, Overnight (Varying Hours)

How to Apply: Please send your résumé and cover letter to jobs@yellowbrickhouse.org

Accommodation

Yellow Brick House is an equal opportunity employer dedicated to recruiting and retaining a qualified workforce and is committed to hiring practices that are fair and equitable. The company and its hiring managers always seek to hire the most qualified candidate for a position. A protected characteristic under the *Human Rights Code* is never used against a person during the hiring process.