

Position Title: Frontline Worker

Supervisor Title: Team Leader

OVERVIEW

The Frontline Worker provides advocacy, one to one support, intake and discharge services to residents accessing Phoenix Transition House programs. The Frontline Worker provides group facilitation and crisis intervention in the transition house for women and their children who are at risk of violence or have experienced violence. The position is responsible for the implementation of support plans, safety plans, referrals, advocacy and supported access to services and attendance of residents to in house programs as well as completion of daily chores. The Transition House program operates with staff covering all shifts as required.

CORE COMPETENCIES

- Work efficiently and with minimal supervision
- Demonstrated ability to take initiative and to work independently
- Commitment to a coordinated team-based approach
- Energetic, positive, optimistic and pragmatic
- Excellent inter-personal and communication skills
- Ability to provide non-judgmental support to both residents and colleagues
- Cultural competency and respect for diversity
- Trauma-Informed Practice and Care
- Strong time management and organizational skills
- Ability to handle completing priorities and objectives
- Physical competency: cleaning rooms, packing up belongings, sorting household donations

Duties and Responsibilities

- Conducts intake interviews, prepares case histories, assesses problems and outlines services provided by the Phoenix Transition Society.
- Assesses the residents' immediate needs and assists them to define and implement an action plan.
- Provides emotional support, encouragement, goal setting, safety planning and problem-solving support to the residents.
- Facilitates individual and group self-awareness and skill building sessions
- Provides support by childminding for residents when/if deemed appropriate
- Provides information to residents on resources available and refers to other community programs/services as needed.
- Monitors and ensures the safety and comfort of residents and the security of the facility.
- Monitors resident's attendance and participation in the Society's daily programs and ensures assigned daily resident chores are completed.
- Maintains case notes, resident records, documents, forms statistical information as required and produces reports as required.
- Facilitates resolution of conflicts between residents
- Provides advocacy services for residents including accompaniment to appointments/meetings when requested.

- Adhering to the Phoenix Transition Society's policy on medication for the resident's individual health care plan.
- Administers medication adhering to the Phoenix Transition Society's policy and the resident's health care plan.
- Participates in housekeeping services such as, but not limited to, cleaning and laundry.
- Attends all relevant meetings and training as directed
- In collaboration with the Team Lead/Management, creates a learning environment for students and volunteers
- Performs other duties as directed and appropriate

Professional Practice

- Comply with the Phoenix Transition Society's Ethical Code of Conduct
- Maintains confidentiality of all information received
- Demonstrate a high level of professional boundaries
- Accept responsibility and accountability for own work
- Identify and seek out professional development opportunities
- Work out and solve problems independently and in collaboration with team members
- Adapt to change and function effectively in crisis situations
- Provide self-care by utilizing agency benefits as appropriate

Skills and Knowledge

- Excellent understanding of violence against women issues both within dominant and non-dominant cultures
- Knowledge and information concerning children who witness violence
- Solid understanding of the role of an advocate as well as how to be an effective advocate
- Capacity to provide support to assist women and their children in understanding and coping with the effects of abusive cycles and family violence
- Ability to provide crisis intervention, safety planning and support for women
- Comprehensive understanding of social services and resources available in the Prince George area and how to access them
- Ability to work with diverse clientele
- Capacity to develop and achieve a self-care plan

Qualifications:

- Diploma in a related/social service field or equivalent education, training and experience
- Experience working with women who are at risk of violence or have experienced violence, women who experienced trauma and those who have concurrent mental health and/or substance misuse.
- Working knowledge of all office equipment
- Ability to pass the Criminal Records Review.
- Valid Class 5 Driver's license and acceptable driver's abstract
- Level 1 Occupational First Aid Certificate
- Food Safe Certificate
- Flexibility of work hours

Compensation:

Job Type: Regular Full/part time

Hourly Wage: \$21.86-\$26.24 per hour. The starting wage for this position would be determined with consideration of the successful candidate's relevant education and experience, and would be in alignment with the provincial compensation reference plan.

Benefits: A comprehensive benefits package, opportunities for training, professional development, and a Registered Retirement Savings Plan upon completion of the trial period.

To Apply: Send your cover letter and resume to TeamLead.Phoenix@outlook.com indicating how you meet these qualifications. Applicants must currently reside in Canada and are able to work in Canada. Indigenous applications are encouraged to apply. We thank all applications or their interest; however, only