



JOB DESCRIPTION

Unsafe at Home Crisis Line and Shelter Support Worker

Title: Unsafe at Home Ottawa (UAHO) Crisis Line and Shelter Support Worker
Reports to: Program Manager
Approved by: Unsafe at Home Partnership Committee
Date approved: January 2022

POSITION SUMMARY

Under the supervision of the Program Manager and participating as part of the Unsafe at Home Community Partnership and the IHO team, the Unsafe at Home (UAH) Crisis Line Worker provides immediate and responsive support to individuals experiencing violence in their homes. Additionally they support the residents of Interval House of Ottawa with system navigation, housing applications, conflict resolution, emotional support and day to day needs that arise. This position works onsite at the Interval House of Ottawa.

PRINCIPAL RESPONSIBILITIES AND DUTIES

1. Provide direct service

- Provide crisis intervention and safety planning through text and chat and in person for residents of the shelter;
- Ensure that service is accessible to all users by accessing communication and interpretive services as requested;
- Assess level of risk and execute emergency measures and safety planning as necessary;
- Assess requests for residential shelter services according to eligibility requirements of local shelters;
- Refer to and provide warm transfer to community based services;
- Assess with users what resources might best serve their needs;
- Arrange for transportation to emergency services;
- Provide support services to residents of Interval House of Ottawa, while keeping the Unsafe at Home Ottawa line as a priority.

2. Administration

- Maintain an updated inventory of shelter spaces within Ottawa and Lanark County. Ensure that this information is kept up to date and shared at the beginning and end of each shift with local area shelters;
- Keep the Assaulted Women's Helpline bed availability list up to date;
- Maintain chatter, program, statistical and agency records in compliance with policies and procedures, and to ensure confidentiality as required by legislation;
- Perform various administrative tasks, as delegated by the Unsafe at Home Ottawa Coordinator;

- Maintain the social media accounts for the Unsafe at Home Ottawa program, in accordance with Interval House of Ottawa and Unsafe at Home Ottawa guidelines and protocols;
 - Perform administrative duties assigned by the Interval House of Ottawa staff, while keeping the Unsafe at Home Ottawa line and duties as a priority.
3. Advocate on behalf of survivors
 - Advocate for the needs of individuals and their dependents experiencing violence, as required;
 4. Participate in community education concerning social issues and services
 - Respond to or refer community requests for information;
 - Act as a consultant to colleagues, agencies and the community regarding violence against women and gender-based violence services in the Ottawa area;
 - Participate as a staff member for public relations and fundraising events and media contacts, as required.
 5. Ensure coordination of policy and service
 - Complete a thorough IHO shift exchange when starting/ending an UAHO shift;
 - Participate as a team member at internal meetings;
 - Participate in program planning and development;
 - Maintain good communications and work cooperatively with chatters and staff;
 - Establish and maintain links with community groups and agencies to facilitate referrals and positive working relationships;
 - Coordinate inter-agency referrals;
 - Actively seek new ways of improving the Unsafe at Home program and service based on feedback from chatters and/or coworkers, innovations in the field, and input from other agencies.
 6. Serve as a staff resource for training and development
 - Act as staff resource person to volunteers as needed;
 - Assist in training and orientation of new staff, volunteers and students as required;
 - Provide support and training as required to students, volunteers and new staff.
 7. Building services and security
 - Ensure the general cleanliness of IHO;
 - Enforce all safety and security procedures;
 - Perform household chores as required to meet health and safety standards (e.g. cleaning, etc.);
 - Be aware of and follow emergency and fire safety procedures and standards;
 - Ensure that any house maintenance or equipment problems are brought to the attention of the Maintenance Worker;
 - Handle any emergency situation in accordance with policies and procedures;
 - Perform duties assigned by the Interval House of Ottawa staff, while keeping the Unsafe at Home Ottawa line as and duties a priority.
 8. Perform other related duties as assigned.

All IHO employees have some fundamental responsibilities that go beyond the confines of their occupations. These include:

- Ensuring that the commitment to diversity is understood and respected. This includes race, ancestry, place of origin, colour, ethnic origin, citizenship, creed, sex, sexual orientation, age, record of offences, marital status, family status, or disability;
- Acting as an “ambassador” for IHO and particularly the Unsafe at Home Text and Chat service within and outside the organization by creating an awareness of IHO programs and promoting services offered;
- Compliance with all mandated legal/regulatory requirements related to working at IHO (Privacy Legislation, Employment Standards Act, Occupational Health and Safety, standards of professional conduct);
- Maintaining awareness of and compliance with IHO and Unsafe at Home Ottawa policies and procedures;
- Maintaining up-to-date professional skills and knowledge through formal and informal training;
- Maintaining awareness of and compliance with funder requirements, policies, procedures and regulations;
- Attending/chairing team and staff meetings as required.

QUALIFICATIONS

Education and Experience

- Social Service Workers Diploma or equivalent in experience, education and training;
- Demonstrated commitment to and knowledge of feminist principles;
- Demonstrated commitment to and knowledge of community-based model of intervention;
- Knowledge of Violence Against Women issues;
- Knowledge of LGBTQ2S+ communities;
- Demonstrated crisis intervention skills;
- Demonstrated counselling skills;
- Proven conflict resolution skills;
- Proven ability to work independently, and within a team approach;
- Strong communication skills;
- Multitasking abilities;
- Demonstrated ability to identify and serve the needs of diverse communities.

Language

- Demonstrated ability to communicate fluently in English and French – spoken and written;
- Ability to communicate in another language an asset.

Computer Competencies

- Word processing – Intermediate;
- Database management – Intermediate;
- E-mail software – Intermediate.

Hours of Work

This position works days, evenings, and weekends. 35 hours a week.

Start date: March 29, 2022

Salary

Commensurate with experience, range is \$42,903 - \$58,106 and includes a competitive benefit package. We encourage applications from individuals who reflect the broad diversity of communities we work with, in particular those with lived experience of abuse, First Nations, Inuit, and Metis People, racially visible groups, people with disabilities, and LBTQ2S+ communities.