



Box 20193, RPO Towne Centre  
Kelowna, BC V1Y 9H2  
**Administration:** 778-478-7774  
**24-hour Line:** 250-763-1040  
kelownawomensshelter.ca

## Frontline Support Worker

<b>Position:</b>	<b>Casual</b>
<b>Job Title:</b>	<b>Frontline Support Worker</b>
<b>Location:</b>	<b>Kelowna Transition House</b>
<b>Hours of Work:</b>	<b>Varies</b>
<b>Shift Schedule:</b>	<b>Varies</b>
<b>Salary Range:</b>	<b>\$23.10 to \$26.91/hr</b>

Located in the heart of the Okanagan Valley, the Kelowna Women's Shelter is growing as an organization and is looking forward to strengthening existing programming and developing new opportunities to support women and children and break the cycle of domestic abuse. Come and join us now during this exciting time of growth!

Since 1980, the Kelowna Women's Shelter has provided free food, shelter, support and preventative education to women and their children who have experienced domestic abuse.

Our organization is currently recruiting Casual Frontline Support Workers to provide women and their children that identify as being at risk of and/or fleeing domestic abuse with support, security, advocacy, information, education, crisis intervention, referral information and temporary housing at the Transition House.

### **Reporting to the Supervisor, Transition House this position will be responsible to:**

- Answer incoming phone calls including, responding to women in crisis or requiring support and information, screening potential new women, taking messages, making appointments, and recording call information.
- Admit and discharge women and their children including, assessing risk, filling out intake and other required forms, creating safety plans, and orienting new women and their children (reviewing fire safety, security, house rules/procedures, facility and services).
- Provide support by way of active listening, providing clarification, assessment of needs/risk, goal setting, creating action plans, offering encouragement, and sharing information about services, housing, and community resources.
- Monitors and ensures the safety and comfort of the women and their children and the security of the facility.
- De-escalates and facilitates resolution of conflicts between women residing at the Transition House.
- Assist in the arranging of transportation for women and their children, to outside appointments and services.

- Ensure household tasks such as laundry, housecleaning, garbage/recycling disposal, grocery shopping, and maintaining supplies are completed, and arrange for maintenance work to be performed as needed.
- Maintain related case notes, documents, forms, and statistics, and provide reports to the supervisor as required.
- Liaise with other service agencies and professionals and maintain current knowledge of issues and resources related to domestic abuse.
- Attend, and participate in staff, and other, meetings as required.
- Attend, and participate in, training/certification programs.
- Orient and assign duties to new staff, volunteers and students as needed.
- Perform other related duties as required.

**Qualifications:**

- Diploma in a related human/social service field, and one-year recent related experience or an equivalent combination of education, training, and experience.
- Satisfactory criminal record check.
- Standard First Aid and CPR B certificate.

**Skills and Abilities:**

- A good working knowledge of domestic abuse and its impacts, and of relevant community resources.
- The ability to provide service in a respectful, empathetic, and client-centered manner while maintaining appropriate personal and professional boundaries.
- The ability to work independently and in a self-directing manner, as well as the ability to work in a cooperative and collaborative manner with Shelter staff and other community agencies.
- Skilled at assisting women and children in crisis situations and offering non-judgmental counselling, information, and support.
- The ability to maintain necessary records and documentation and to engage in the evaluation of the program and services.

This position requires Union membership.

If you are interested in applying for this position, please email resume and cover letter to: [careers@kelownawomensshelter.ca](mailto:careers@kelownawomensshelter.ca)

This posting will remain open until a suitable candidate is found.

We thank all those who express interest in this opportunity however only those short-listed will be contacted.