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kelownawomensshelter.ca

Outreach Case Worker

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 during this exciting time of growth!

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

Our organization is currently recruiting an Outreach Case Worker to provide support services, applying case management expertise and developing community programs for women and children fleeing domestic abuse within the Central Okanagan communities (Lake Country to Peachland) using trauma-informed care principles, feminism, and anti-oppressive practice lens.

This is a regular part-time, 30 hr/week, position. Usual hours are Tuesday-Friday from 10:00 am to 6:00 pm with the flexibility to work evenings and/or weekends based on the needs of the women and children we serve. This position offers a salary range of \$25.82 to \$30.07/hr. Full benefits are available upon successfully completing the required probationary period.

Reporting to the Manager, Programs - Kelowna this position will be responsible to:

- Provide full case management services (approximately 20 cases per Outreach Case Worker) to women who are experiencing domestic abuse based on a women centered approach. This service includes, intake, needs assessment, service planning, monitoring metrics, and evaluating success.
- Independently deliver program assessment, engagement, crisis intervention, goal and case planning, skills coaching, and program completion, consulting with the manager as necessary.
- Ensure case management documentation and program information are maintained in an accurate, timely, professional, and confidential manner, meeting KWS, Funder, and sector standards.
- Foster positive relationships with women based on patience, empathy, dignity, mutual respect, and confidentiality.
- Develop safety plans with the women to minimize risk and assist women to create and develop their own support networks and connections.
- Drive women to appointments such as housing interviews, court dates, and medical appointments as required.
- Build and maintain a network of working relationships with other community service providers, community groups, etc. to develop programming, coordinate program delivery, ensure effective referrals and a good continuum of care.
- Liaise with other service agencies and professionals and maintain current knowledge of issues and resources related to abuse and violence.

- Provide presentations, and participate in public awareness activities, about services and issues of abuse.
- Maintain accurate logs and compile statistical records to support program needs and inform ongoing program development and evaluation.
- Participate in program development through collaboration with the management team.
- Perform other related duties as required.

Qualifications:

- Post-Secondary diploma in Human Services, Social Work, Psychology, or related field.
- Minimum of three years' experience in a similar organization/sector.
- Valid BC Driver's License, own vehicle, and must provide a current Driver's Abstract in good standing.
- Satisfactory criminal record check.
- Standard First Aid Certificate and CPR level B.

Skills and Abilities:

- A good working knowledge of domestic abuse and its impacts, and of relevant community resources.
- Skills in advocacy, crisis intervention, risk and ongoing assessments based on the needs of women and their children fleeing domestic abuse.
- Expertise in case management.
- Demonstrated ability to build relationships within the community that will facilitate a continuum of care that is women-centered and that mobilizes resources to support Kelowna Women's Shelter programming.
- Ability to provide service in a respectful, empathetic, and woman-centered manner while maintaining appropriate personal and professional boundaries.
- Ability to work independently and in a self-directing manner as well as the ability to work in a cooperative and collaborative manner with the transition house team and other community agencies.
- Ability to engage with diverse populations in a respectful and culturally responsive manner.
- Willing to work a flexible schedule in order to best meet the needs of the women and children

This position requires Union membership.

If you are interested in applying for this position, please email your resume and cover letter to: 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.