

**Nelson House of Ottawa-Carleton
Internal and External Posting
March 1, 2024.**

Nelson House of Ottawa-Carleton has a Unionized position for a **Transitional Housing Support Worker**. This is a contract position for leave replacement beginning April 2, 2024, to June 21, 2024.

Hours of Work: Monday to Friday, 8:30 AM to 3:30 PM – flexibility required to meet the needs of clients. Some evening and weekend work may be required.

Rate of Pay: Internal hire pay rate and vacation entitlement is according to seniority level. External hires would begin at Level 1, with a pay rate of \$28.12 and 4% vacation pay.

Position Description

Participating as a member of the team and under the direction of the Program Manager, the Transitional Housing Support Worker is responsible for assisting women and their children with their transition from the shelter to the community and sometimes, from the community into shelter. Responsible for providing risk assessments, safety planning, transitional planning, crisis counselling, housing support, legal and family court support to clients. This includes residents and ex-residents of Nelson House and to clients from the community. Contributes to ensuring services are safe and confidential.

Basic duties include:

- Crisis intervention with women and children.
- Provision of information, resources & referrals.
- Advocating for women and liaising with community agencies.
- Accompanying women to legal and other appointments as needed.
- Safety planning and risk assessments with clients on an ongoing basis and as needed.
- Maintaining records and documents related to service provision.
- Attend bi-weekly and all staff meetings and staff trainings regularly.
- Providing program statistics to the Executive Director and Program Manager.
- Participating on external committees.

Assist in General Operations

- Providing support, back-up, and replacement for front line staff at Nelson House.
- Participating in updating and maintaining house security.

Qualifications:

- BSW, BA or equivalent with a minimum of two years relevant work experience or Social Service Diploma with a minimum of four years relevant work experience.
- Crisis intervention experience.
- High level of risk assessment and safety planning experience.
- Demonstrated ability to work with other agencies.
- Demonstrated critical thinking and problem-solving skills.
- Experience working within a feminist framework and providing services for women and children survivors of violence.
- Abilities, skills, and knowledge of working in a culturally diverse environment.
- Knowledge of family, criminal, and immigration law.
- Extensive knowledge of community resources.
- Excellent written and oral communication skills in English.
- Second language ability is an asset.
- Must have access to a vehicle and a valid drivers' license.

Note: this position will not be based on seniority but on merit and meeting necessary qualifications.

Deadline for Application:

Please forward your resume to Beth McIntosh at program.manager@nelsonhouse.on.ca by 6 PM, on March 11, 2024.