

## JOB DESCRIPTION

### Job Title

Support Worker - Whistler Women's Centre.

This is a temporary part-time position Monday through Thursday.

### Position Summary

Reporting to the Community Program Manager for Whistler & Pemberton, the Whistler Women's Centre Support Worker is responsible for providing primary front-line services to women and children accessing the Whistler Women's Centre Drop-In services in accordance with Howe Sound Women's Centre Society (HSWC) policies and procedures. Additional duties include maintaining day-to-day operations for the Whistler Women's Drop-In Centre, fostering positive community relations, providing advocacy, community support and education, organization of the volunteer team and to ensuring HSWC service goals and mission are met.

### Key Duties and Responsibilities

#### Support, Education, Referrals and Advocacy

- To work from the perspective of the HSWC mission statement and values.
- To provide advocacy, resource information, referrals and emotional support to clients and assist them in exploring their options and defining their goals.
- Facilitate the women accessing transportation to the Transition House or Safe Home and/or Shelter or Transition House services outside the community as required, and for necessary legal or social services appointments, or as considered essential for safety or medical needs.
- To provide support to clients with a non-judgmental approach.
- Ensure referrals are made to HSWC programs and other community resources whenever appropriate.
- Stay current on issues related to violence against women and children.

#### Community Relations

- Actively promote all HSWC programs and services.
- Plan and execute fundraising events and initiatives as required to meet financial targets of HSWC.
- Refer all media inquiries to the Executive Director or Community Program Manager in her absence.
- Regularly maintain HSWC program materials in the Whistler Women's Drop-in Centre.
- Ensure HSWC pamphlets and posters are distributed and maintained throughout Whistler.
- As directed by the Community Program Manager, liaise and build capacity with community groups, agencies and service providers in the Whistler area.
- Advise Community Program Manager of community forums of special interest to the HSWC.

#### Administration

- Formally track walk-in client usage and support calls and other statistical data required for the Whistler Women's Drop-In Centre as required by HSWC.
- Maintain tracking systems for bus tickets, gift certificates, and donations (if applicable).
- Assist Community Program Manager with volunteer orientation and coordination.
- Maintain work emails and phone messages on a daily basis and respond to internal communications within 48 hours.
- Review current forms, advise the Community Program Manager on the development of new forms as needed.

- Provide basic housekeeping duties on a daily basis to ensure the space is attractive and comfortable (this includes the bathroom, main area and kitchen).
- Maintain all notice boards and information displayed within the Whistler Women's Drop-in Centre.
- Administer, maintain and reconcile petty cash as needed.
- Ensure carpets and furniture are kept clean, children's space is tidy and toys are washed and maintained.
- Provide a monthly report to the Community Program Manager on Whistler Women's Drop-in activities and stats by the second to last Wednesday of each month.

### **Confidentiality and Safety**

- Ensure that release of information waivers are signed by the client prior to undertaking advocacy or service on behalf of clients, explaining limitations existing in the document.
- Share client information with other HSWC staff when partnering in the mutual support of a shared client/resident when it is in the best interest of the client.
- Ensure all confidential files are kept in a safe location.
- Assess the Whistler Women's Drop-In Centre for safety and security and to advise the Community Program Manager of any improvements required.

## **Skills & Experience**

### **Education & Experience**

- Four years post-secondary education in social/human services or a related discipline, or an equivalent combination of education and experience.
- An in-depth understanding of systemic discrimination facing women and the dynamics of violence against women.
- Demonstrate an understanding and experience supporting clients affected by mental ill-health, substance-use, poverty, and discrimination based on ethnicity, class, sexual orientation and other intersections of marginalization.
- An understanding of the factors affecting marginalized populations, including the historical impacts of colonization and residential schools.
- Knowledge of current federal, provincial and municipal government policy affecting clients.
- Experience with critical incident de-escalation, response and debriefing an asset.
- Current Basic First Aid Certification (OFA Level 1 or equivalent) or willingness to obtain.
- Computer proficiency in Microsoft Office, including word, excel and powerpoint.
- Candidate must have reliable vehicle, a valid BC Driver's License and be willing to carry appropriate vehicle insurance.

### **Skills**

- Strong communication skills; both written and verbal.
- Strong organizational skills; time management, attention to detail, capacity to prioritize by assessing the situation to determine urgency.
- Positive stress management skills.
- Positive independent and collaborative problem solving and conflict management skills.
- Strong personal interaction skills; listening, crisis management.
- Proven advocacy skills.

**Personal Characteristics:**

- A passion to make a difference in the lives of women and children in our communities.
- Skilled at preventing and resolving conflict amongst clients and/or staff - motivated to keep internal communications healthy, respectful and productive.
- Good self-awareness, ability to self-regulate, excellent listening skills, provides appropriate feedback when necessary.
- Understands and values diversity.
- Ability to work independently at a remote location.
- Flexible when situations change, adaptable to new technologies, and able to work in diverse environments.

**Rate of Pay**

As per Support Worker Wage Grid