

Birchway Niagara

is currently accepting applications for the following position:

Family Court Support Worker

Temporary Full-Time Contract

ending March 31st, 2028

36 Hours per week

Wage: \$28.213

Location: Community-based across the Niagara Region

Start Date: To be determined

Birchway Niagara Unionized Position

This posting is for an existing vacancy.

About Birchway Niagara:

Birchway Niagara provides a safe and secure 45 bed shelter in Niagara Falls and operates 24-hour Support Line to support the community of South Niagara. Birchway Niagara exists to protect and empower. We will be a shoulder to lean on, a voice to advocate for, a space to feel safe in, an ally to trust, a guide to navigate, and a counsellor to heal for everyone affected by abuse of all forms.

Duties:

Reporting to the Director of Community Supports and Operations, the Family Court Support Worker (Community Based) provides crisis intervention, general legal information, advocacy, and emotional support to women who have experienced abuse and are involved in the judicial system. Guided by the Mission Statement of Birchway Niagara, this position assists women in navigating the family court process and accessing appropriate legal and community resources. Services are delivered in-person, over the phone, and online through satellite offices located in Welland, Port Colborne, Fort Erie, Niagara Falls and surrounding areas. As needed, the community-based Family Court Support Worker will also provide coverage at the Birchway Niagara office.

Key Responsibilities Include:

- Provide crisis intervention, support and advocacy to clients in the community. This is achieved through phone contact, office visits, public education, and accompaniment to legal appointments.
- Provide legal information re: legal status, police and court procedures, and legal rights.
- Provide community referrals to crisis callers, outreach clients and in-house residents who are involved in the judicial system. Assist clients with making appointments with lawyers and other services.
- Complete assessments to determine the eligibility of women requesting Family Court Support Worker Services.
- Assist women in interpreting legal forms, terminology, and procedures, as well as providing guidance on the completion of various court documents and/ or questionnaires, and financial statements.
- Provide women with support services by accompanying them to various legal offices, courts, and tribunals. Ensuring the safety of clients, staff, during accompaniments by implementing security measures and working closely with other agencies, i.e., court workers.

- Provide advocacy for women involved in the judicial system, where appropriate, and work closely with other agencies, such as Victim Witness Assistance Program (VWAP) and Legal Aid to advocate / address matters which affect the women we serve.
- Provide coverage for the Family Court Support Worker by supporting residents as needed to ensure continuity of services and client care. This includes collaborating with members of the Adult Residential Unit to facilitate effective case management and participating in case conferences to ensure case plans are implemented and that emerging client needs are promptly and appropriately addressed.
- Ensure that an effective working relationship with the Niagara Regional Police Service is maintained, as well as actively participating in Police Liaison Meetings, when scheduled.
- Ensure that all Family and Children's Services reporting requirements are adhered to, and that a professional working relationship is maintained.
- Develop, implement, and evaluate the Family Court Support Worker Program, including developing and maintaining adequate documentation and statistics in accordance with the requirements of the Ministry of Children, Community and Social Services and Birchway Niagara (BN).
- Maintain an active knowledge and list of various service providers to effectively service clients, as well as keep abreast of changes and amendments in legislation/ legal procedures that may have an impact on women we service.
- Provide education on legal issues women face when in an abusive situation, to promote the program within the community and to develop awareness on the issue of abuse.
- Maintaining excellent attendance and punctuality for all scheduled appointments, as participants rely on predictable, consistent contact for stability.

Basic Requirements:

- Must possess an in-depth knowledge of the issue of woman abuse, and current theory/counselling practices
- Strong communication and problem-solving skills are essential, as well as the ability to handle a crisis, work in a team and carry out independent decision making.
- Must have well developed interpersonal and counselling skills and be comfortable dealing with women and children of diverse backgrounds.
- Current knowledge of community partners and other resources is required.
- Must have a vehicle and valid driver's license to effectively meet the needs of the program, driving throughout the Niagara Region; be fully insured; and provide proof of having a valid driver's license upon being hired.

Qualifications:**Education**

- A relevant post-secondary program and/or a minimum of two years' experience in a related field is required.

Hours:

36 hours per week – schedule will be coordinated with the Director of Community Supports and Operations, allowing for flexibility to meet the needs of the clients using the program.

What We Offer

- Employment Assistance Program
- Opportunities for Professional Development

Interested applicants are invited to submit a cover letter and resume, quoting "Family Court Support Worker" in the subject line, to the attention of:

Sherry Petrychanko – Director of Community Supports and Operations

at sherry@birchway.ca

To be considered, applications should be received no later than

Friday, October 2nd, 2026 at 4pm

At Birchway Niagara, we value diversity in our employees, and we work from an anti-racism/anti-oppression framework and strive for equity and inclusion. We strive to foster an organization that reflects the diversity of the community we serve and welcome applications from all qualified candidates. Birchway Niagara is committed to an inclusive, barrier-free recruitment process.

Accommodation is available upon request for applicants with disabilities throughout the hiring process.

Birchway Niagara does not use artificial intelligence to screen, assess or select applicants for this position.

We thank all applicants; only those selected for an interview will be contacted. Interviewed applicants will be informed of the outcome within 45 days of their final interview.