Birchway NIAGARA

Allied against abuse.

Relief Women's Intervention Advocate – Job Posting

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.

The Opportunity

The Relief Women's Intervention Advocate is responsible for providing crisis intervention, educational and supportive counselling to women and children surviving abuse who fall within the context of the Mission Statement of Birchway Niagara. The Relief Women's Intervention Advocate is responsible for monitoring and facilitating the daily activities of the shelter.

What You Bring to this Role

- A passion for social service work, including supporting women and children surviving abuse.
- A relevant post-secondary education and/or a minimum of 2 years' experience in a related field, including but not limited to:
    - A Diploma in Social Service Work, Child and Youth Care, Addictions Support or Human Services
    - A degree in Human Services, Social Work, Child and Youth Studies, Nursing, Psychology, or Sociology
    - Employment experience supporting survivors of abuse; individual and/or family counselling, case planning and case management; providing crisis intervention; and/or working with individuals from diverse backgrounds
- Strong communication and problem-solving skills, along with the ability to handle a crisis, work in a team and carry out independent decision making.
- Well-developed interpersonal and conflict management skills.
- These core competencies: professionalism, client service orientation, compassion and sensitivity, flexibility and adaptability, commitment to workplace equality, teamwork and cooperation, and organizational commitment.

Principle Responsibilities

- Provide crisis intervention and community referrals to telephone / crisis callers, office visits and in-house residents. Maintaining an active knowledge and list of various community service providers to effectively service clients.
- Assess risk and provide individual safety planning for crisis callers, office visits and in-house residents.

- Determine eligibility of women requesting entry into the shelter as a possible resident of Birchway Niagara.
- Carry out intakes and case planning with residents. Assisting women in identifying their needs, exploring options and resources; educating the women on the issue of abuse and providing support that empowers women to make decisions and formulate plans.
- Provide in-house orientations with new residents and oversee communal living requirements as outlined in the Welcome Letter and Shelter Management Procedures.
- Facilitate meetings to assist residents with conflict resolution and the clarification of house guidelines.
- Ensure that all Child/Youth concerns are logged/documented to the Child/Youth staff and work in conjunction with the Child/Youth unit in helping maintain a child positive environment, as well as providing support and encouragement to mothers in carrying out their parenting responsibilities.
- Ensure that all Family and Children's Services reporting requirements are adhered to, and that a professional working relationship is maintained.
- Implement and evaluate the educational intervention program for women in residence and keep up to date with changes and developments as it pertains to the issue of abuse, including new counselling methods.
- Develop and maintain adequate documentation and statistics and update oneself upon each shift by completing required reading, as well as communicating all necessary information to agency staff and programs.

Working Conditions

- Some travel may be required to attend meetings, conferences, and other professional development/training events
- Required to work a variety of shifts, including days, evenings and awake overnight shifts.
- There is the potential risk of an abuser being on the property
- Pet-friendly shelter

What We Offer

- Starting wage: $28.21/hour
- Employment Assistance Program
- Opportunities for professional development