



# Elizabeth Fry Society of Simcoe County

**Residential Case Worker**  
**Part-time Casual: 12 – 24 hours/week**  
**Rate of Pay: \$15.00/hour**  
**Posted until: January 16, 2018**

## **Summary**

The Residential Case Worker, under the direction of the Director of Residential Programs, is responsible for the delivery of gender specific, trauma informed support services to women living at Joyce Kope House. This includes but is not exclusive to; intakes and discharges for the residence, crisis intervention, housing support, life skills training, community referrals, advocacy and light household duties. Hours of work include 12 hour day, night and weekend shifts.

## **Accountability/Team**

As a member of the residential team this position attends biweekly team meetings and case conferences.

## **Location**

The office of the Elizabeth Fry Society of Simcoe County is located at 102 Maple Avenue, Barrie, Ontario. The Residential Case Worker will work at Joyce Kope House, located at the agency's office.

## **Responsibilities:**

- Maintain confidential and accurate records within the program in accordance with government guidelines including records, logs, reports and statistical information.
- Assume responsibility of the residence when working alone.
- When changing shift with an incoming worker; ensure that they are fully informed of any current physical shelter problems or client concerns in the residence.
- Answer phones and greet visitors as required.
- Follow all agency and department protocols and policies and procedures.
- Report any problems or concerns to the Director of Residential Programs.

- Provide the clients with support, advocacy and referrals to external resources. These include; Legal Aid, Ontario Works/ODSP, mental health support, housing, community agencies, etc.
- Provide clients with information and support including; crisis intervention and life skills training.
- Manage crisis situations.
- Ensure standard operating procedures are maintained during assigned shift.
- Routinely inspect the residence and grounds.
- Ensure all residents with specific residential requirements and restrictions are meeting their obligations.
- Maintain close working relations with government and social agencies with whom the society conducts professional relations.
- Work closely and receive direction from the Director of Residential Programs.
- Attend meetings (internal and external) and training programs as required.
- Represent Elizabeth Fry Society of Simcoe County in a professional manner at all times, maintaining a positive, cooperative, supportive attitude and appearance.
- Partake in Agency events as required, including but not limited to, Elizabeth Fry week, all-agency meetings, clean up days, chores, etc.
- All other duties as assigned.

### **Qualifications:**

#### Education/Experience:

- Degree or diploma in social work, social service work, sociology, criminology, psychology, or equivalent in training and experience.
- Complete Criminal Record Check including Vulnerable Sector Check.
- Non-violent Crisis Intervention.
- Current certificate in First Aid and CPR.
- TB test.
- Valid driver license and vehicle.
- Minimum 1 year experience in a residential setting.
- Experience working with women and communities who face multiple barriers such as poverty, isolation, lack of mobility, difficulty accessing programs and service, physical isolation, discrimination, criminalization and homelessness.

### **Knowledge:**

- An awareness of issues faced by women with a thorough understanding of racism, classism, sexism, homophobia and violence against women, girls and LGBTQTTTS communities.

- Commitment to the principles of social justice including recognizing the value and dignity of all persons irrespective of culture, status, gender, age, education, appearance, beliefs or contribution to society regardless of ability.
- Ability to work with clients who present with moderate to severe mental health challenges.
- Strong crisis intervention skills.
- Knowledge of community resources.
- Proficiency in the use of computers for word processing, presentations, data collection and management, email and internet.
- Bi-lingual in French and English is an asset.

Review Date: \_\_\_\_\_

Signature: \_\_\_\_\_

Director of Residential Programs Signature: \_\_\_\_\_