



ann davis transition society

Title: Crisis Intervention Worker

Reports To: House Coordinator

Hours: Casual

To Apply: Email resume and 2 references to HR@anndavis.org

Summary:

The Crisis Intervention Worker creates a welcoming and safe environment for the residents of an Ann Davis Transition Society safe house. The Crisis Intervention Worker provides emotional support, goal planning, advocacy, crisis intervention, safety planning and offers resources and referrals to women (including transgender women) and children. The Crisis Intervention Worker contributes to administrative and overall safety and facility responsibilities of the safe house. The safe houses operate 24 hours 7 days per week. This position provides staff coverage, at times with little notice dependent on the staffing need.

Core Competencies:

- Proven knowledge, skills and experience in supporting vulnerable women and children;
- Working knowledge of how the impacts of abuse and trauma, mental health conditions, addictions and family violence will effect women and children;
- Competent in working with people from diverse cultural backgrounds;
- Proven skills in conducting safety assessments and maintaining a safe environment;
- Well-developed interpersonal; oral and written communication skills;
- Ability to work collaboratively with co-workers, clients, emergency medical services, community professionals and the broader community;
- Good organizational; time and general work management skills, plus the ability to work well independently and in a team environment.

Job Duties and Responsibilities:

- Welcomes and orientates women (and children) to the safe house by providing them with opportunities to identify, express and understand their feelings regarding homelessness, trauma, violence and family separation.
- Provide individual emotional and practical support to women as needed by phone, through follow-up/outreach when possible, and in person in the safe house.
- Meets with women seeking shelter services, assesses suitability, offers support, safety planning, resources, referrals and conducts intake procedures if the woman is appropriate and eligible for residence at the safe house.
- Assists residents in goal planning; developing and implementing plans to enter the workforce, register for training, secure accommodations (etc.) prior to their departure date.
- Required to complete all necessary documents for intake and departure. Must maintain and submit statistical records as directed.
- Clearly explains and implements the House Rules with residents.
- Assigns, assists with, and directs residents with daily household chores as necessary.
- Work with residents in resolving conflicts, encouraging residents to accept responsibility and to be part of the solution. Attempt to maintain harmonious communal living.
- Collaborates with team members regarding daily administrative tasks to ensure efficient and effective operations and service delivery for the safe house.



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- Ensures smooth operations of the safe house by performing operational duties including but not limited to; shopping, taking inventory, ordering supplies, stocking the pantry, food rotation in fridge, yard work, garbage, recycling, and light housekeeping.
- Ensures resident files, documents and related record keeping are up-to-date, accurate and maintained in a secure cabinet.
- Collaborates with the House Coordinator to ensure residents have opportunities to be engaged in programs, workshops, training and counselling.
- May be required to co-facilitate in-house training and workshops for women.
- Treat all potential and actual clients with unbiased respect, professionalism and dignity.
- Be punctual in attending work shifts and maintain break schedules as directed.
- Abide by all Ann Davis Transition Society policies and procedures.
- Supports the Ann Davis Transition Society's mission, vision and values.
- Provide short periods of child care if other resources are not available (i.e. when a resident feels overwrought and needs a short break).
- Undertakes other relevant duties as assigned by a supervisor.
- Consistently and effectively uses team communication tools such as log books, files, email, white-boards, shift reports etc.
- Promote a positive image of the Ann Davis Transition Society to the public.
- Provides crisis intervention as needed, as well as managing conflict among residents proactively through facilitating resident meetings and the resolution process.
- Ensures effective service delivery consistent with Ann Davis Transition Society's mandate, policies, procedures and meeting all legal, contractual, and financial and other compliance requirements.
- Orients practicum students along with assistance of Coordinator
- Be familiar with all Ann Davis Transition Society emergency and evacuation procedures.
- Wear ADTS photo ID when on duty.
- Attend Naloxone training and be prepared to administer Naloxone in an overdose situation.
- Participate in professional development workshops, educational courses and training relevant to the job as directed by the House Coordinator, the Director of Housing or the Executive Director.
- Orientate and mentor new crisis intervention workers.
- Works consistently as a team member and supports co-workers in crisis situations.
- Record time worked, mileage and expenses and submit forms as per the ADTS established policies.
- Abide by policies regarding sick calls.
- Inform House Coordinator in advance of planned vacations or the need for extended leaves for any reason.
- Attend safe house staff meetings.
- Invited to attend monthly ADTS staff meetings at the administrative office and;
- Encouraged to volunteer for at least one society fund raiser or event per year; as time permits.

Qualifications:

- High School Diploma, G.E.D. or equivalent.
- Social work diploma or degree; University students currently enrolled in this field may be accepted. Or the equivalent combination of education, training and experience as approved by the Director of Housing or the Executive Director
- Preferred 1 - 2 years' experience providing direct service to women.
- Current CPR C and First Aid Certificates.

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- Must be capable of passing and maintaining a Vulnerable Sector Criminal Record Review, failure to satisfy this will necessitate the employee being removed from the position.
- Proven ability in previous employment to successfully work with women and their children in a sensitive, effective and professional manner.
- Possess working knowledge regarding physical and mental health conditions of clients and have the ability to treat all clients with professionalism and respect, regardless of their state of health.
- Strong working knowledge and experience in crisis intervention, and the ability to maintain a calm and reasonable attitude in times of stress or crisis.
- Ability to recognize personal stress from the work environment. When signs of burn-out, trauma or stress are evident, and the symptoms are affecting the quality and consistency of their work crisis intervention workers may be required to take time off (paid or unpaid as per policy).
- Strong working knowledge of the local, provincial and federal legislation and regulations relevant to the work.
- Demonstrated ability to be non-judgmental and provide supportive relationships to residents without imparting personal values or preferences.
- Good organizational, time management and prioritization skills.
- Strong morals and ethics, sound judgement and reasoning skills, along with a commitment to discretion, privacy and confidentiality.
- Effective verbal, written and interpersonal communication skills that allow one to work efficiently in a diverse working environment.
- Must hold a valid unrestricted class 5 driver's license. (**N** drivers may not transport children or clients)
- Provide a clean ICBC driver's abstract upon hire; then every three (3) years while employed.
- Must have a reliable, safe, well-maintained, clean, non-smoking vehicle with working seat belts and appropriate insurance as per Ann Davis Transition Society's Driving Policy.

Work Conditions:

- May be exposed to infectious waste, diseases, conditions, etc., including potential exposure to the AIDS/HIV, hepatitis B or C viruses or other contagious diseases.
- May be exposed to illicit drugs or other unknown substances. Appropriate PPE will be provided.
- May be exposed to pets, some safe houses may be pet friendly.
- Personally interacts with women and children.
- Should be available for flexible scheduling 7 days a week; weekdays, weekends and statutory holidays with particular attention to night shifts.
- May be required to work alone or with minimal supervision.
- May be required to transport clients.

Additional Skills:

- Must possess a non-judgmental attitude, and have the ability to act in a conscientious professional manner with all persons and in all situations.
- Have an efficient manner – being aware, at all times, of all aspects of the work environment, including hazards, pets and clients.
- Effective interpersonal skills should be demonstrated when dealing with women (and their children) who may have been involved in abuse or traumatic situations as well individuals with developmental delays, emotional, physical or behavioral conditions or challenges.



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