

**We're Hiring!**



**Posting:  
A21857**

**Transition House Worker  
Casual**

**Evergreen and Virginia Sam**

### Options Community Services Society

We are a non-profit registered charity providing social services primarily in Surrey, Delta, White Rock and Langley. We believe in helping people help themselves. We believe in collaborating with individuals, businesses, community groups and government to create focused, effective and responsive resources for the community.

We envision a healthy community as a safe and clean environment where we all have a sense of belonging. It is a place where each of us has the opportunity to work and learn, and to develop and realize goals that are meaningful and fulfilling.

**These positions are open to Female applicants only.  
These positions require union membership. Compensation is in accordance with  
Appendix A of the BCGEU Collective Agreement.**

Our transition houses are a safe, communal environment for women and children fleeing abuse that need temporary shelter and resources. Our **transition house workers** are non-judgmental, provide emotional support, are collaborative, respectful, and sensitive to cultural and lifestyle diversity. They provide guidance on how to access confidential services in areas such as financial aid, legal assistance, housing, counselling services, and more.

#### HIGHLIGHTS OF KEY RESPONSIBILITIES

- Provide crisis intervention to clients on the support phone line through supportive listening and/or referrals to services. Including suicide, mental health, substance abuse assessments and referrals.
- Monitor and maintain the safety and security of the premises. Ensure all program equipment is maintained, used, and stored in a safe manner, and meets current safety standards and regulations.
- Assess and respond appropriately to critical incidents involving child apprehension, substance misuse, mental health, potentially suicidal behaviour, and violent situations.
- Present a range of available options by practicing a woman-centered approach, respecting women's choices and recognizing women as experts of their own lives.
- Collaboratively identify, assess, and create an on-going needs assessment of women and their children and assist them to define and implement an action plan based on their identified needs and goals.
- Develop, maintain, and store appropriate electronic and written client records, documents, log entries and forms according to the agency's procedures and prepare statistical information while maintaining confidentiality, objectivity, accuracy and conciseness.
- Perform housekeeping duties which include but are not limited to: cleaning rooms, moving furniture, lifting mattresses, laundry, vacuuming/sweeping/mopping, pushing large waste bins to the curb, recycling/waste management, grocery shopping, donation item pick-ups, organizing and cleaning storage areas and offices, ordering housecleaning supplies, and minor house and yard maintenance.

#### QUALIFICATIONS

##### Education, Training, and Experience:

- Diploma in a related human/social service field and one (1) year recent related experience. Or an equivalent combination of relevant training, education and experience.
- Understanding of the cycle of abuse, the dynamics of violence against women in relationships and the intergenerational cycle of abuse.

**NOTE: Applicants not selected for an interview will not necessarily be notified.**

Posted: 21-Jul-13

Options Community Services Society is an equal opportunity employer committed to hiring a diverse workforce.

- Current Level 1 First Aid/CPR Certificate required.
- Valid Class 5 B.C. Driver's License required, satisfactory Driver's Abstract.
- Access to a reliable vehicle an asset.
- Experience in supporting women and children who have experienced gender-based violence and/or abuse is an asset.
- Food Safe Certificate an asset.

#### KNOWLEDGE, SKILLS AND ABILITIES

- Maintain non-judgmental, positive, and respectful approach to house residents, co-workers, and other professionals.
- Competent in written, oral, and interpersonal communication skills in order to assess, provide support, anticipate needs and build rapport with clients.
- Proficient in writing case session notes and maintaining client file records to accreditation, agency and program standards.
- Must have highly developed self-care, time management, and organizational skills.
- Proven ability to manage crisis or emergency situations.
- Effective in fostering a collaborative, positive, respectful, and supportive team environment in order to equitably and cooperatively share program workload with co-workers.
- Familiarity with community resources and excellent advocacy skills
- Ability to speak additional languages is an asset.
- Must be sensitive to and respectful of cultural and lifestyle diversity.
- Crisis Line experience is an asset.

***Successful candidates will be required to provide a current and satisfactory Criminal Reference Check/Vulnerable Sector Search preceding your start date.***

***Applicants with lived experience are strongly encouraged to apply.***

**CLOSING DATE:** The posting will remain open until filled and will close without notice.

**PLEASE APPLY TO:** Sukh Mattu, Program Manager  
Options Community Services Society

Email: [sukh.mattu@options.bc.ca](mailto:sukh.mattu@options.bc.ca)

Please include a cover letter indicating the posting number **[#21857]**, **shifts preferred**, and detailed resume outlining your qualifications and related experience for the position.

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