

**We're Hiring!**



## RESIDENT SUPPORT WORKER

Posting Requisition	22331	Program	Birch Second Stage Housing
Job Type	Temporary, Part-time until December 31, 2023	Location	Surrey, BC
Hours of work	8 hours per week	Closing Date	Open until filled

*This position is open to female applicants only.*

Options Community Services is 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.

The Resident Support Worker (RSW) is responsible for working with second stage housing resident women and children who are at risk of, or have experienced violence/abuse. This position involves providing access to related safe and confidential services, including support services focused on emotional support, information, and referrals to community and government agencies.

### ACCOUNTABILITIES

#### Resident Relations and Support:

- Participate in the selection, move in process, orientation, and departure/move out process of residents to the program.
- 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.
- Assist with referrals, advocacy and planning for seeking permanent housing.
- Provide crisis intervention, information and assistance to help residents meet their obligations and to facilitate access or follow through with available site and community resources.
- Mediate disputes among residents, with a view to helping residents learn to problem-solve such disputes more independently.
- Assist the residents in developing and using individualized wellness plans which may involve: financial related concerns/budgeting, mediating social conflict, assisting individuals with problem solving, encouraging unit cleanliness and personal hygiene practices.
- Performs other duties, as needed.

### QUALIFICATIONS

#### Education, Training, and Experience:

- Diploma in a social service or a related field and a minimum of one (1) year recent related experience. An equivalent combination of education and experience may be considered.
- First Aid Certificate with CPR C and AED is required.
- Class 5 Driver's license and access to a reliable vehicle is required.

*We are an equal opportunity employer committed to hiring a diverse workforce*

Posted: 23-June-29

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**Knowledge:**

- Understanding of cycle of abuse, the dynamics of violence against women in relationships and the intergenerational cycle of abuse, as well as, fluent with all relevant policies, procedures and legislation.

**Skills and Abilities:**

- Excellent non-judgmental supportive listening and assessment skills
- Demonstrated proficiency in written, oral and interpersonal communication skills
- Ability to organize work, set priorities and take initiative in meeting deadlines and carrying out the duties of the position
- Highly developed self-care, time management and organizational skills.
- Awareness of Cultural Diversity;
- Demonstrated skills in crisis intervention, mediation and conflict resolution;
- Demonstrated ability to build and maintain professional, confidential relationships with multi-barriered people;
- Strong analytical and problem-solving skills;
- Knowledge of community resources and methods of access
- Demonstrated ability to work with a diverse client base and with people who may have experienced abuse, poverty, grief and loss, oppression, violence, mental health challenges, and/or addiction issues, and/or those who may be living with HIV/AIDS or other life-limiting or life-threatening conditions.

**SPECIAL REQUIREMENTS**

- Successful candidates will be required to provide a current and satisfactory Criminal Reference Check / Vulnerable Sector search preceding their start date.

**PLEASE APPLY TO:** Sukh Mattu, Program Manager

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

**No phone calls please**

**Please include a cover letter clearly indicating the posting number [posting #22331] and outlining your qualifications and related experience for the position.**