



Transitional and Housing Support Worker
1-year Contract
Richmond Hill, Hybrid

About Yellow Brick House

Yellow Brick House is a leading provider of life-saving services to women, families and children who have experienced violence and abuse. We offer emergency shelter, individual, group and child counselling, legal support services, transitional housing support, and public education programs.

PROFILE:

Reporting to the Direct Services Supervisor, this position provides transitional support to community-based and shelter clients. This position is responsible to provide clients with an advocate and to liaison with various local and regional agencies and organizations for ongoing support and assistance with transitional needs, as clients work towards securing housing, and to develop safety plans for addressing immediate and future safety concerns and needs.

RESPONSIBILITIES: The major responsibilities of this position include, but are not limited to:

Direct Service:

- Provide screening, intake, and assessment for clients in order to determine the appropriate programming and/or services. Conducts discharge interviews with clients and administers satisfaction surveys as required.
- Provides transitional and housing supports and services for women and their dependents, who have experienced abuse, to help them connect with community supports and find and maintain housing.
- Supports the development of a transitional support plan and a safety plan for women and their dependents, who have experienced abuse, based on the principles of person-centered planning, self-determination and choice, and that services provided are reflective of these plans.
- Assists women to develop short- and long-term goals in housing security, securing legal assistance, applying for social housing, securing financial assistance, connecting with counseling and other support services, connecting with community resources (schools, legal,).
- Provide referrals and advocacy pertaining to housing, long-term counselling, parenting support, educational upgrades, job training, applying for income support, immigration process, cultural interpretation, writing priority housing letters, legal process and health and wellness services.
- Assists women to understand the cycle of violence and the effects of violence on themselves and their children.
- Educates women on issues relating to violence against women.
- Provides emotional support to women.
- May accompany women to appointments when necessary, and if appropriate.
- Engages fully and openly in supervision; keeping manager fully informed at all times.
- Active participation in regular team meetings
- Maintains a positive approach and a professional manner at all times.
- Reads, understands, and follows agency policies and procedures.
- Keeps up-to date on issues relating to violence against women and evidence-based practices for intervention.
- Guides students and volunteers as required.
- Other duties as assigned.

Referral and Advocacy:

- Assesses client needs and makes appropriate referrals to agencies in other regions, particularly York Region and Greater Toronto Area.
- Advocates with Ontario Works, Housing Authorities, Police, CAS, and other agencies on behalf of clients

Documentation:

- Maintains daily confidential, pertinent, accurate and non-judgmental logging on each client as per Yellow Brick House procedures.
- Create and maintain client files according to Yellow Brick House policies.
- Compile caseload statistics and prepare program and client reports as required.
- Provides quarterly reports on program delivery, effectiveness and initiatives.

Engagement:

- Communicate fully and openly with supervision; keeping supervisor fully informed of relevant client and staff member information, at all times.
- Active positive participation in regular team meetings
- Maintains a positive approach and a professional manner at all times.
- Keeps up-to date on issues relating to gender-based violence and evidence-based practices for intervention as it pertains to woman and children.
- Maintain community awareness of Yellow Brick House programs throughout York Region
- Acts as a Brand Ambassador for the Yellow Brick House
- Participates in internal/external committees as required.
- Attends training sessions as required.
- Works in a team environment; provides support and information to team members and assists other staff when required.
- Fosters and maintains an anti-oppression working environment.

Performance Measures:

- Client Satisfaction
- Service Quality
- Accurate Documentation
- Meet program targets as defined.

Qualifications & Skills:

- Completion of Social Work Diploma with practicum of 500-700 hours. Completion of BSW, MSW considered an asset
- 2-3 years working with diverse clientele.
- Knowledge of community, financial and government supports for stabilized clients (options for education, economic, and professional development)
- English language as well as other languages used by client population (i.e., Spanish, Arabic, Cantonese, Mandarin, Farsi, Russian, etc.) considered an asset.
- Proficiency with Microsoft Office and database applications. WISH would be considered an asset.
- Familiar and comfortable with technology-assisted platforms, specifically video conferencing, MS Teams, Zoom, etc.
- Capable of working in a multidisciplinary environment with a variety of community professionals.
- Knowledge of the Canadian legal system (immigration and criminal law and refugee issues) as it relates to abused immigrant women would be an asset.
- Capable of using therapeutic crisis modalities to work with different types of clients presenting a wide range of issues. (Harm Reduction \Reduction, Trauma Informed)
- Must be able to work flexible hours.
- Must have reliable transportation
- Working knowledge of application of Anti-Oppressive and Feminist frameworks

- Experience completing reports and other client-related advocacy letters.
- Experience working with abused women.

Core Competencies:

- Interpersonal
- Deadline Attainment
- Communication (Written and Verbal)
- Decision Making
- Documentation
- Crises Management
- Collaborative
- Ability to work independently.
- Trauma informed.
- Cultural Sensitivity
- Ethics and Integrity
- Planning and Organizing
- Energy and Stress
- Problem Solving
- Research and Analysis
- Providing Consultation
- Accountability and Dependability
- Policy Adherence

Working Conditions:

- Works in a comfortable environment either inside or outside in typically pleasant conditions. Typical conditions are such that some risk of injury or harmful effect is likely in dealing with vulnerable clients.
- Some travel required between multiple locations.
- Interacts with clients, staff, visitors, government agencies, personnel under all circumstances, which may be traumatic situations.
- Must be able to sit/stand for extended periods of time.

Yellow Brick House would like to thank all applicants for their interests; however, only those selected for an interview will be contacted.

Yellow Brick House is an equal opportunity employer, and we will accommodate your needs under the Ontario Human Rights Code. Upon individual request, hiring processes will be modified to remove barriers to accommodate those with disabilities. Should any applicant require accommodation through the application, interview or selection processes, please contact the Human Resources Department for assistance.

Please submit your resume to jobs@yellowbrickhouse.org