

YWCA PETERBOROUGH HALIBURTON JOB DESCRIPTION

POSITION TITLE: YWCA HERS Crisis Intervention Worker

LOCATION: Minden, Haliburton County

BARGAINING UNIT POSITION: ☒ YES ☐ NO

INCUMBENTS: 10

SUPERVISED: **Direct:** 0 **Indirect:** 0

SUPERVISOR'S TITLE: Outreach Services Coordinator

PURPOSE OF POSITION:

The Crisis Intervention Worker (CIW) will work on a call-in basis to provide safe, secure, confidential and supportive services as needed to women with and without children fleeing abusive relationships in Haliburton County working within YWCA Vision and Mission, Values, policies and procedures. The CIW will be called into work whenever the YWCA HERS (Haliburton Emergency Rural SafeSpace) system is activated; generally nights, weekends, and holidays.

MAJOR RESPONSIBILITIES:

1. Supervises security of safespace while on duty
2. Engages with the client and YWCA Staff on ongoing creation and monitoring of safety plans of the individual HERS resident(s).
3. Communicates effectively in person, by landline telephone and by using cellular device for talk and text.
4. Works with team members to ensure that the physical and social environment within the SafeSpace is conducive to the well being of client, children, volunteers and staff.
5. Works with team members to ensure that client needs are met
6. Ensures that case documentation is clear, complete and factual and that records are kept confidential

7. Attends staff meetings, training events and YWCA organizational meetings as requested
8. Assists in training of students, volunteers and CIW staff to ensure that work is carried out within YWCA Policies
9. Occasionally participates in program planning and evaluation, according to the YWCA short and long term strategic plan
10. May be requested to perform other related duties as assigned by Supervisor

KNOWLEDGE/EDUCATION:

Post-secondary education and experience in a social service field and/or experience working in a shelter.

Demonstrates knowledge, understanding, and ability to respond appropriately to women and their children as they deal with: the short and long term effects of surviving trauma; surviving in an abusive situation; the impact of leaving an abusive situation from a woman centred perspective.

Knowledge of, and proven ability to use, Crisis Prevention & Intervention skills in order to diffuse and prevent crisis situations.

Incorporates knowledge and understanding of the impact of marginalization on women. Women may be marginalized by: living in a rural and/or isolated location; housing / homelessness; poverty; physical and mental health status; use of legal/illegal drugs and/or alcohol; racialization; immigration status; sexual orientation; gender identity; family status; physical and mental health status of their children; differing ability/disability; language; culture; religion; education; employment; source of income; socio-economic status; literacy and numeracy skills; and so forth.

Demonstrates ability to be self-reflective and self-aware in the role of CIW Worker to develop effective working relationships with abused women.

Demonstrates awareness of the personal impact of VAW work, and creates and uses a personal well-being plan in order to deal with the impact of the work.

Demonstrates ability to adhere to professional standards in all facets of VAW work; with clients, with co-workers, and with the public.

Demonstrates knowledge, commitment and ability to create a healthy workplace environment for clients/residents and co-workers.

Demonstrates knowledge, commitment and ability to incorporate anti-oppression and anti-racist understanding into daily practice.

Demonstrates the ability to incorporate training and professional development into day-to-day work.

Understands and works within the parameters of YWCA VAW program and YWCA Policies.

Knowledge of local rural and urban resources and how to access them.

Ability to work alone and in a team.

DECISION MAKING:

Constantly assesses complex variables in situations, in consultation with client and team members to determine priorities and appropriate action. Wrong decisions and inappropriate counselling could have serious results, leading to emotional or physical harm clients and/or poor public image for the YWCA. Highly sensitive or unusual issues may be referred to the YWCA Supervisor at any time. Work directly affects the safety, interests or well-being of the clients. Actions or advice have an effect on or consequences to clients and to the community as a whole. Situations are often of an immediate, emergency nature. CIW's are held accountable for the actions and services provided by themselves

SUPERVISION:

Receives: Direct supervision from Outreach Services Coordinator, including regular and periodic meetings.

Gives: n/a

COMUNICATIONS:

Frequent contact and co-ordination with clients and YWCA staff. Occasional contact with other agencies, counsellors, volunteers, and students to ensure client needs are met. Occasional contact with contractors supplying maintenance and repair services.

EFFORT:

Occasional to moderate effort required in lifting and bending. Occasional effort required; snow removal; and assist client with belongings and groceries. Frequent degree of mental and visual concentration needed. Crisis de-escalation may be needed. Shift work.

WORKING CONDITIONS:

Stressors may result from working in the SafeSpace environment. Mostly work in isolation. Typical conditions are such that a high risk of injury, harm or illness to staff could occur. Conditions could be life-threatening or potentially disabling. More stringent safety measures may be needed to prevent harm, illness or injury.

Atmosphere may occasionally be unpredictable and behaviours may warrant intervention and de-escalation. Potential for staff to be in physical danger due to internal and external variables i.e. violent partners of women clients, aggressive women or children. Exposure to contagion (lice, communicable diseases, viruses and infections). Shift work is required. Employee remains at work location for entire shift.

Must have access to vehicle, valid driver's license, and appropriate insurance (i.e. 6A Endorsement) as position requires incumbent to transport clients and staff on a regular bases.

Signature of Incumbent

Date

Signature of Supervisor

Date

Signature of Executive Director

Date

June 2009