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***Join our Amazing E Fry Ottawa Team!***

## **Residential Relief Worker**

The Elizabeth Fry Society of Ottawa is a not-for-profit, feminist community agency offering programs and services to women and men in conflict with the law. Our array of programming includes two residences for criminalized women, both staffed 24/7, 365 days a year. **Lotus House** is E Fry Ottawa's bail residence for women, offering up to twelve women a supportive living environment with accommodations released on bail and awaiting their court date. **JF Norwood House** is a supportive residence for up to fifteen women transitioning to the community from federal prisons or provincial jail. The Residential Relief Worker fills in for permanent residential staff as required and is an important position in our unionized organization.

**Job title:** Residential Relief Worker  
**Reports to:** Manager, Residential Services (Lotus House, JF Norwood House)  
**Hours:** 16.5 hours/month (minimum) **including one overnight shift (minimum)**  
**Language:** English Essential (Bilingual Preferred)  
**Salary:** \$15.03/hour

### **Core Responsibilities**

Our Residential Relief Workers are vital to the 24-hour operations of E Fry Ottawa's two residences. Relief Workers fill shifts for staff who are on vacation, sick leave or otherwise unable to work. Relief Workers are required to work at least two shifts per month—including one overnight shift. Shift hours are 7:45 am to 4:00 pm (day shift), 3:45 pm to 12:00 am (evening shift) and 11:45 pm to 8:00 am (overnight shift). All shifts are "awake" shifts. Residential Relief Workers may be asked to work at either Lotus House or JF Norwood House (or both) in any given month.

### **Provide support to residents**

- Provide support to residents, including emotional support, therapeutic listening, crisis intervention, conflict resolution and resource referrals.
- Support permanent residential staff by contributing to case management support for residents.
- Work collaboratively with the John Howard Society of Ottawa Bail Supervision Program. (Lotus House).
- Comply with the regulations for Community Residential Facilities as prescribed by the Ministry of the Solicitor General (Lotus House) and Correctional Service of Canada (JF Norwood House).
- Maintain cooperative working relationships and liaison with various other service providers and funders.

### Maintain records and contribute to safety and maintenance of the residence(s)

- Support permanent staff as required with maintaining accurate and up-to-date records and statistics regarding all aspects of service delivery.
- Assist in the overall security and maintenance of the residence.
- Participate in monthly staff meetings.

### Other responsibilities

The Residential Relief Worker may also be responsible for and for other duties as assigned by the Manager, Residential Services (of each residence). All E Fry Ottawa staff are responsible for promoting and delivering on the mission, vision and values of our organization.

### Qualifications

#### Required education and experience

- Post-secondary studies (completed or ongoing) in criminology, social work or related field OR relevant experience.
- Experience working with marginalized women and/or communities who face multiple barriers such as poverty, discrimination, criminalization and a lack of housing.

#### Required knowledge, capacity and commitment

- Experience working with communities who face multiple barriers such as poverty, criminalization, racism, sexism, homophobia, transgender issues, violence against women and a lack of housing.
- Understanding of the dynamics of criminalized women’s behavior.
- Understanding of alcohol and drug use and related issues.
- Ability to provide non-judgmental emotional support to women.
- Excellent interpersonal skills.
- Excellent communication skills – English verbal and written.
- Excellent organizational and time management skills.
- Ability to work well independently.
- Valid First Aid/CPR certification.
- Commitment to assigned shifts and to assist when possible in taking additional shifts, sometimes at the last minute.

**The successful candidate will be required to pass a security clearance at the Protected B Level.**

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| <p><b>Are you an ideal candidate?</b></p> <p><b>In addition to the above requirements, some “great to have” qualifications include:</b></p> <ul style="list-style-type: none"><li>▪ You are willing to support residential staff by taking shifts on a last-minute basis.</li><li>▪ You are bilingual.</li><li>▪ You hold a valid driver’s license and access to a car (for access to both residences).</li></ul> | <p><b>Apply Today!</b></p> <p>To keep our Relief team full, we recruit year-round for this position. Please submit your résumé and a cover letter to Caroline Bukasa, Manager Residential Services, through <a href="mailto:careers@fryottawa.com">careers@fryottawa.com</a></p> <p><b><i>Tell us how you meet or exceed the above required and “great to have” qualifications.</i></b></p> |
| <p><b>We thank all who apply. Only those selected for an interview will be contacted.</b></p>   |   |