

Join our amazing team—and be part of an exciting new pilot project!

Residential and Community Support Worker, Safe Bridge Stabilization Pilot Program
Full-Time Days (11-month contract with possible extension)

The Elizabeth Fry Society of Ottawa is a not-for-profit community agency offering residential and community programs and services to women and men in conflict with the law. Safe Bridge Stabilization Program is a 15-month pilot program for women/gender-diverse individuals who are struggling with their substance use health and who are motivated to stabilize in preparation for treatment. We are implementing this pilot program in collaboration with Minwaashin Lodge and Cornerstone Housing for Women. Safe Bridge is designed to provide safe, supportive, trauma-informed day/evening programming for up to six women and gender-diverse individuals in our 24/7 supportive residence, as well as to clients living in the community and clients of Minwaashin Lodge. Day/evening programming will include both Indigenous and mainstream programming.

The position of Residential and Community Support Worker – Full-Time Days (Safe Bridge) reports to the Manager, Safe Bridge Stabilization Program. The day shift is 7:45 a.m. to 4:00 p.m. Monday through Friday. This unionized position includes provision of support to residents, including emotional support, crisis intervention, conflict resolution, and resource referrals. This position includes primary case management for treatment planning and personal goal setting. The Residential and Community Support Worker also contributes to the overall security, maintenance, and smooth operation of the residence.

Job Title: Residential and Community Support Worker, Full-Time Days (11-month contract)
Reports to: Manager, Safe Bridge Stabilization Program
Hours: 41.25 hours/week
Language: English Essential (Bilingual Preferred)
Salary: \$18.96/hour (+ benefits)

To protect vulnerable residents and staff, the successful candidate will be required to submit proof of COVID-19 vaccinations as per our employee immunization policy.

Core Responsibilities

Provide Support to Residents

- Promote and maintain the mission, vision, and values of the Elizabeth Fry Society of Ottawa and the Safe Bridge Stabilization Program.
- Provide support to residents using a trauma-informed approach, including emotional support, therapeutic listening, crisis intervention, conflict resolution, and referrals that support personal autonomy and choice.
- Provide primary case management to residents including development and maintenance of active substance use health treatment plans and individualized recovery goal setting plans.
- Make appropriate internal referrals and referrals to community agencies based on client needs.
- Provide feedback on daily operations and work closely within a team to foster program development designed to meet the needs of clients experiencing substance use health challenges.
- Act as a role model in self-care, self-empowerment and self-compassion.
- Liaise and maintain collaborative relationships with community partners, service providers, and funders.
- Encourage and support residents learning to apply life skills (e.g., cooking, cleaning, and healthy habits) that support recovery and improve quality of life after treatment.

Maintain Records and Contribute to Safety and Maintenance of the Residence

- Collect, enter, and maintain information in ShareVision for all direct service interactions (while maintaining client confidentiality) as per agency standards and the requirements of our funders.
- Assist in the overall security, safety, and maintenance of the residence.
- Attend and participate in monthly all staff meetings and regular Safe Bridge team meetings.

Other Responsibilities

- Be part of a collaborative, supportive, and empowering team built on passion, respect, and inclusiveness.
- Perform other duties as assigned by the Manager, Safe Bridge Stabilization Program.

Required Qualifications, Knowledge, Capacity, and Commitment

Required Education and Experience

- Experience and/or education equivalent to an undergraduate degree in criminology, addictions, social work or related field OR a diploma in a similar field.
- Professional and/or voluntary experience in the field of substance use health and mental health.
- One year of experience working with marginalized women, gender-diverse individuals, and/or communities who face multiple barriers such as poverty, discrimination, criminalization, and a lack of housing.

Required Knowledge, Capacity and Commitment

- Knowledge of withdrawal symptoms, substance use health, mental health, and related issues.
- Good understanding of substance use health and mental health programs and services – as well as community services to support successful reintegration.
- Understanding or awareness of therapeutic care such as trauma-informed care, motivational interviewing, and/or strength-based support.
- Understanding of the dynamics of criminalized women's behavior, identifying potential challenges to their successful reintegration, and supporting these needs and risks.
- Ability to provide non-judgmental emotional support and form trusting professional relationships.
- Excellent interpersonal and crisis intervention skills.
- Excellent oral and written communication skills (English essential, Bilingual Preferred).
- Excellent organizational and time management skills. Ability to work well independently and within a team.
- Awareness of and commitment to women's issues with a thorough understanding of racism, classism, sexism, homophobia, violence against women, and transgender issues.
- Valid First Aid/CPR certification.

Apply now! We are booking interviews beginning September 19

Please send your résumé and a cover letter to Zahra Wells, Manager, Safe Bridge Stabilization Program through: careers@efryottawa.com

Tell us how you meet or exceed the above requirements and any of the following "great to have" qualifications...

- You have experience in a women's residential setting
- You have knowledge of local community resources
- You have recent ASIST or SafeTalk, NVC training, Naloxone and/or other relevant training
- You have a genuine interest in working with vulnerable women and gender-diverse people with compassion and empathy

We thank all who apply. Only those selected for an interview will be contacted.