



***Looking for a Great Weekend Job? We're Hiring!***

**Residential and Community Support Worker,  
Full-Time Overnights – JF Norwood House**

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. One of E Fry Ottawa's transitional residences, JF Norwood House is a community residential facility providing supportive housing for up to 15 criminalized women, with accommodation for families. The overnight shift is 23:45 to 8:00 Monday through Friday. This unionized position in a feminist, single-staffed environment includes provision of support to residents, including emotional support, crisis intervention, conflict resolution and resource referrals, as well as case management. The Residential and Community Support Worker also contributes to the overall security, maintenance and smooth operation of the residence. This is an awake position.

**Job title: Residential and Community Support Worker Full-time Overnights**  
**Reports to: Manager, Residential Services – JF Norwood House**  
**Hours: 41.25 hours/week**  
**Language: English Essential (Bilingual Preferred)**  
**Salary: \$20.31**

**Core Responsibilities**

**Provide support to residents**

- Provide support to residents, including emotional support, therapeutic listening, crisis intervention, conflict resolution and resource referrals.
- Assist clients to observe and follow their court-mandated and other conditions of residency.
- Provide case management support to residents including to develop/maintain residents' Plan of Care
- Maintain cooperative working relationships and liaison with various internal and external service providers, and funders.
- Stay awake and alert to residents' needs throughout the shift.

**Apply by 4:00 pm,  
October 4<sup>th</sup>, 2024**

Please submit your résumé and a cover letter to Kai Seymour, Manager of Residential Services at: [careers@efryottawa.com](mailto:careers@efryottawa.com)

**Maintain records and contribute to safety and maintenance of the residence**

- Maintain accurate and up-to-date records and statistics regarding all aspects of service delivery as required to support the needs of residents and the requirements of our funders (Correctional Service Canada and Ontario's Ministry of the Solicitor General).
- Assist in the overall security and maintenance of the residence.
- Attend and participate in staff meetings.

### Other responsibilities

- Promote and maintain the mission, vision and values of the Elizabeth Fry Society of Ottawa.
- Place weekly orders for food bank to meet the needs of residents and prepare and submit monthly reports to the Ottawa Food Bank.
- Train new staff as required.
- Other duties as assigned by management.

## Qualifications

### Required education and experience

- Experience and/or education equivalent to a post-secondary degree or diploma in criminology, social work/related relevant field
- One year of 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

- Understanding of the dynamics of criminalized women's behavior and ability to support them to assess their needs and risks.
- Ability to provide non-judgmental emotional support to women and form effective trust relationships.
- Ability to assist criminalized women to identify potential challenges to their successful reintegration into the community – as well as community services to support their successful reintegration.
- Understanding of alcohol and drug use and related issues.
- Excellent interpersonal and crisis intervention skills.
- Excellent oral and written communication skills (English essential).
- Excellent organizational and time management skills, and ability to work well independently.
- 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.

**You will be required to pass a security clearance at the Protected B Level within two weeks of being hired.**

### **Are you an ideal candidate?**

**In addition to the above requirements, some "great to have" qualifications include...**

- You thrive in dynamic environment.
- You are bilingual.
- You have recent ASIST and NVCI training

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