



Join our Amazing E Fry Ottawa Team!

Community Liaison Worker – Ottawa-Carleton Detention Centre

Apply Today! Interviews start January 30, 2025

Submit your résumé and cover letter to: careers@efryottawa.com

Job title: Community Liaison Worker – Ottawa-Carleton Detention Centre (OCDC)
Reports to: Manager, Community Programs and Services
Hours: 30 to 37.5 hours/week
Language: Bilingual Preferred
Salary: \$23.15 plus benefits, increasing to \$23.96 April 1, 2025 (non-negotiable – unionized workplace)

Welcome!

E Fry Ottawa is committed to employment equity, actively seeks diversity in the workplace, and welcomes and encourages applications from members of equity-seeking groups including women, transgender, non-binary, and LGBTQ+ individuals, First Nations, Métis and Inuit individuals, persons with disabilities, and members of racialized and marginalized groups.

About E Fry Ottawa

The Elizabeth Fry Society of Ottawa is a not-for-profit community agency that supports and advocates for women, gender-diverse people, and men impacted by the justice system. We provide a diverse array of community-based and residential programming. Our work is aimed at reducing harm and oppression, supporting people to overcome barriers to reintegration, and empowering them to build a life of stability and resiliency. We are a feminist organization committed to working from a human rights and anti-oppression perspective, recognizing systemic barriers that lead to marginalization. We work with trauma-informed, person-centered principles to promote a respectful, diverse, and inclusive environment that promotes healing, recovery, and successful reintegration.

Our Community Liaison Worker...

- Provides support, advocacy, and assistance with community reintegration to adult women and gender-diverse people on remand at the Ottawa-Carleton Detention Centre (OCDC)
- Assesses client's needs, identifies resources, coordinates discharge plans, and facilitates referrals
- Is client-focused and fosters an environment of respect and dignity

Core Responsibilities

Intake and Assessment

- Complete intakes and assessments to support clients in OCDC using E Fry Ottawa tools.
- In consultation with the E Fry Ottawa Housing Team, administer the Service Prioritization Decision Assistance Tool (SPDAT) with clients who are experiencing housing instability.
- In consultation with E Fry Ottawa Community Counsellors, consult with community service providers to identify and prioritize clients seeking in treatment and make appropriate referrals.
- Complete administrative paperwork as required.

Release/Discharge Support

- Collaborate with OCDC's discharge planner/rehabilitation officer to facilitate discharge planning for clients to ensure successful reintegration into the community.
- Collaborate with other E Fry Ottawa staff to offer pre-release planning, supportive counselling, and access to E Fry programs and services.
- Assist clients with applications for release to E Fry Ottawa residences (JF Norwood House and Lotus House) as appropriate.
- Assist clients to access community-based programs, including mental health and substance use treatment providers, health care providers, housing, and other social supports.
- Using a strength-based, trauma-informed approach, engage clients in identifying their strengths to overcome barriers upon release.

Ongoing supports/responsibilities

- Attend and represent the Elizabeth Fry Society at weekly FIRM meetings and provide case management input to the correctional staff at OCDC.
- Keep up-to-date and accurate records (including logs, records, and statistical data) in accordance with the organization's mandate and the requirements of the detention centre.
- Assist clients in connecting with community resources, including legal professionals, friends, and family while ensuring compliance with court orders.
- Maintain effective liaison with other agencies, professionals, and the community to contribute to the success of the client's reintegration and recovery goals.

Other responsibilities

- Collaborate with other community agencies to share information, problem solve, identify emerging issues and trends, and coordinate services.
- Complete ongoing reporting to meet the requirements of the funder (Ministry of the Solicitor General) and E Fry Ottawa.
- Participate in case management meetings and other meetings as required.
- Complete other duties that may be assigned by the Manager, Community Programs and Services.
- Promote and deliver on the mission, vision, and values of the organization.

Qualifications

Required education and experience

- Experience and/or education equivalent to a post-secondary degree in social work, criminal justice, or a related field.
- Minimum of one (1) year of experience engaging and collaborating with vulnerable populations, specifically, women and gender-diverse people who are involved in the criminal justice system.
- Experience using a range of assessment and case management tools or willingness to be trained to use these tools.
- Experience working with marginalized communities who face multiple barriers such as poverty, discrimination, criminalization, substance dependence, and mental health challenges.
- Have an updated clear Criminal Record Check working with a vulnerable population.
- Valid First Aid/CPR, Non-Violent Crisis Intervention (NVCI), and ASIST certification are assets.

Required knowledge, capacity and commitment

- A solid understanding and knowledge of the criminal justice system.
- A solid understanding of social factors that contribute to the criminalization of marginalized populations.
- An understanding of mental health and substance dependence issues, including knowledge of harm reduction strategies.
- Ability to cope with challenging situations and clients where there is the potential for confrontation, aggression, and/or exposure to violence.
- Strong interpersonal skills and crisis management skills which include resolution/de-escalation experience.
- Knowledge of community service organizations to assist clients with rehabilitation and reintegration, and ability to collaborate with diverse stakeholders.
- Strong motivational interviewing skills to support the creation of a release plan.
- Excellent personal and professional boundaries and sound self-care practices.
- High degree of resourcefulness, flexibility, and adaptability.
- Excellent verbal and written communication skills in both English and French.
- Demonstrated organizational, leadership, and time management skills including the ability to work independently and as part of a team.

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