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## **Full-Time Evenings – 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 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. The position of Residential Support Worker – Full-time Evenings (JF Norwood House) reports to the Manager of Residential Services. The evening shift is 3:45 pm to 12:00 am 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 Support Worker also contributes to the overall security, maintenance, and smooth operation of the residence.

**Job title:** Residential and Community Support Worker – Full-Time Evenings  
**Reports to:** Manager of Residential Services  
**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.
- Provide case management support for residents including to develop/maintain residents' Plan of Care and empower and support clients in their successful transition to the community.
- Maintain cooperative working relationships and liaison with various other service providers and funders.
- Participate in the shift schedule rotation as part of our 24-hour staffing model – (daytime, evening and overnight shifts are all awake shifts).

#### **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.

#### **Other responsibilities**

- Promote and maintain the mission, vision, and values of the Elizabeth Fry Society of Ottawa.
- Train new Residential Relief staff as required.
- Attend and participate in monthly staff meetings.

The Full-Time Evening Residential and Community Support Worker may also be responsible for providing on-call and back up duties and for other duties as assigned by the Manager, Residential Services, or their delegate.

## Qualifications

### Required education and experience

- Experience and/or education equivalent to an undergraduate degree in criminology, social work or related field OR a diploma in a similar 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, substance use and related issues.
- Excellent interpersonal and crisis intervention skills.
- Excellent oral and written communication skills (English essential, bilingual preferred).
- 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.

### The successful candidate will be required to:

- **submit proof of vaccination as per our employee immunization policy.**
- **pass a security clearance at the Protected B Level.**

### **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.

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

**Change...**  
*One step at a time...*