



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

The Elizabeth Fry Society of Ottawa is a not-for-profit charitable community agency that supports and advocates for women and gender-diverse people impacted by the justice system. 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-centred principles to promote a respectful, diverse and inclusive environment that promotes healing, recovery and successful reintegration.

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 liaise with various internal and external service providers, and funders.
- Stay awake and alert to residents' needs throughout the shift.

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 to meet the needs of residents.
- 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.

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

Deadline: March 19, 2025

Please submit your résumé and a cover letter addressed to the Manager of Residential Services to careers@efryottawa.com. We thank all who apply. Only those selected for an interview will be contacted.