

Community Liaison Worker (Ottawa-Carleton Detention Centre)

Reports to: Manager, Community Programs
Hours: 37.5 hours/week
Language: Bilingual imperative (English and French)
Salary: \$23.96 plus benefits (salary non-negotiable – unionized environment)

About The Elizabeth Fry Society of Ottawa

The Elizabeth Fry Society of Ottawa (E Fry Ottawa) is a 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.

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.

Core Responsibilities:

The Community Liaison Worker (OCDC) provides support to women and gender-diverse people who are incarcerated at the Ottawa-Carleton Detention Centre four days a week. One day a week, the position provides reintegration support to clients at our main office and in the community.

Intake and Assessment

- Complete intakes and assessments to support clients in OCDC.
- 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 interested 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 in connecting with legal professionals, friends, and family while supporting them to remain compliant with court orders.
- Assist clients in accessing community-based programs, including mental health and substance use treatment providers, health care providers, housing, and other social supports.
- Engage clients in identifying their strengths to overcome barriers upon release using a strength-based, trauma-informed approach.

Community Engagement

- Establish and maintain strong working relationships with service providers, court staff, and community stakeholders.
- Represent E Fry Ottawa at the courthouse, partner agencies, and community events to enhance collaboration and organizational visibility.
- Identify opportunities for improved coordination, resource-sharing, and joint initiatives.
- Support client transitions between the jail setting and the broader community.
- 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

- Keep up-to-date and accurate records (including logs, records, and statistical data) in accordance with the organization's mandate and funder requirements.
- Attend and represent the Elizabeth Fry Society at weekly FIRM meetings and provide case management input to the correctional staff at OCDC.
- Participate in case management meetings and other meetings as required.
- Complete other duties that may be assigned by management.
- 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 criminology/criminal justice, social work, or a related field.
- Minimum of two (2) years of experience engaging and collaborating with vulnerable populations, ideally 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 them.
- Experience working with marginalized people who face multiple barriers such as poverty, discrimination, criminalization, substance dependence, and mental health challenges.
- Have an updated clear Criminal Record Check for working with a vulnerable population.
- Valid First Aid/CPR, Non-Violent Crisis Intervention (NVCi), and ASIST certifications 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 potential for confrontation, aggression, and/or exposure to violence.
- Strong interpersonal skills and crisis management skills (including de-escalation skills).
- 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.

Workplace Conditions

Note that clients may face multiple challenges, including with mental health, impacts of trauma (past and current), and substance use. Work location is at the Ottawa-Carleton Detention Centre on Innes Road and the Bronson Centre. This role is typically performed during the daytime on weekdays, with occasional evening/weekend events. Note that clients may face multiple challenges, including with mental health, impacts of trauma (past and current), and substance use.

Please submit your application to careers@efryottawa.com.