



211 Bronson Ave, Suite 311, Ottawa, ON K1R 6H5

Tel: 613-237-7427 Fax: 613-237-8312

www.efryottawa.com

Join our Amazing E Fry Ottawa Team!

Residential Support Worker, Full-Time Days – Lotus 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. Lotus House is our Residential Bail Bed House. It offers a 24/7 supportive living environment and a residence for up to eight women who have been released on bail while awaiting their court date. The position of Residential Support Worker – Full-time Days reports to the Manager, Residential Services (Lotus House). The day shift is 7:45 am to 4:00 pm 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. This position contributes to the overall security, maintenance and smooth operation of the residence.

Job Title: Residential Support Worker, Full-time Days (Lotus House)

Reports to: Manager, Residential Services – Lotus House

Hours: 41.25 hours/week

Language: English Essential (Bilingual Preferred)

Salary: \$21.03/hour

Core Responsibilities

Provide support to residents

- Promote and maintain the mission, vision and values of the Elizabeth Fry Society of Ottawa.
- Work collaboratively with the John Howard Society of Ottawa Bail Supervision Program.
- Maintain cooperative working relationships and liaise with other service providers and funders.
- Provide residents with support including emotional support, resource referrals, crisis intervention and conflict resolution.
- Provide case management support to residents including development of and weekly updates to the Plan of Care, identify needs, recommend changes in individual program plans and provide assistance that is consistent with the overall plan for each individual.
- Support residents to understand and comply with their court-mandated conditions of bail and residency, including potential implications of their failure to comply with conditions.
- Participate in the shift schedule rotation as part of our 24 hour staffing model – full-time day shift is Monday through Friday, 07:45 a.m. - 4:00 p.m.

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.
- Assist in the overall security and maintenance of the residence.

Other responsibilities

The Residential Support Worker will participate in monthly staff meetings and may also be responsible for providing on-call and backup duties and for other duties as assigned by the Manager, Residential Services.

Qualifications

Required education and experience

- Undergraduate degree in criminology, social work or related field OR a diploma in a similar field and relevant experience.
- 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.

The successful candidate will be required to 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 have experience in a women’s residential setting ▪ You are bilingual	Apply by 12pm on October 9, 2025. Please submit your résumé and a cover letter to Cassandra Sloan at Cassandra.sloan@efryottawa.com <i>Tell us how you meet or exceed the above required and “great to have” qualifications.</i>
We thank all who apply. Only those selected for an interview will be contacted.	