



Residential and Community Support Worker (Relief)

Job title:	Residential and Community Support Worker (Relief)
Reports to:	Manager, Residential Services
Hours:	33 hours/month minimum availability including two overnight shifts (minimum)
Language:	Bilingual Preferred (English Essential)
Salary:	\$21.03/per hour (unionized, non-negotiable)

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-centered principles to promote a respectful, diverse and inclusive environment that promotes healing, recovery, and successful reintegration.

Our programming includes residences for criminalized women, staffed 24/7, 365 days a year. **Lotus House**, our bail residence for up to eight women, provides a supportive living environment for those released to us on bail and awaiting their court date. **JF Norwood House** is a supportive residence for up to fifteen women transitioning to the community from federal prison/provincial jail.

Core Responsibilities

Provide support to residents

- Provide support to residents, including emotional support, therapeutic listening, crisis intervention, conflict resolution and resource referrals.
- Support permanent residential staff by contributing to case management support for residents.
- Work collaboratively with the John Howard Society of Ottawa Bail Supervision Program (Lotus House) and comply with regulations for Community Residential Facilities as prescribed by the Ministry of the Solicitor General and Correctional Service of Canada.
- Maintain cooperative working relationships and liaison with other service providers and funders.

Maintain records and contribute to safety and maintenance of the residence(s)

- Support permanent staff as required with maintaining accurate and up-to-date records and statistics regarding all aspects of service delivery.
- Assist in the overall security and maintenance of the residence.
- Participate in monthly staff meetings.

Other responsibilities

- The Residential and Community Support Worker (Relief) may also be responsible for other duties as assigned by management.

Qualifications

Required education and experience

- Experience and/or education equivalent to post-secondary education (completed or ongoing) in criminology, social work or related field.
- 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

- Experience working with communities who face multiple barriers such as poverty, criminalization, racism, sexism, homophobia, transgender issues, violence against women and a lack of housing.
- Understanding of the dynamics of criminalized women's behaviour.
- Understanding of alcohol and drug use and related issues.
- Ability to provide non-judgmental emotional support to women.
- Excellent interpersonal skills.
- Excellent communication skills – English verbal and written.
- Excellent organizational and time management skills.
- Ability to work well independently.
- Valid First Aid/CPR certification.
- Commitment to assigned shifts and, when possible, to take last-minute shift offers.

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 211 Bronson Centre. Successful candidates must pass a security clearance at the Protected B Level and submit proof of COVID-19 vaccination per our employee immunization policy.

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.

Please submit your résumé and a cover letter to **Cassandra Sloan, Manager of Residential Services at cassandra.sloan@efryottawa.com**. We hire for this position on an ongoing basis. We thank all who apply; we will contact only those selected for an interview.