



OdysseyHouse
Equality and Empowerment

PO Box 1395
Grande Prairie, AB
T8V 4Z2

24 Hour Crisis Line: 780-532-2672
Office: 780-538-1332

Client Support Worker (2 Positions Available)

Full Time | Days, Evenings, Nights and Weekends

At Odyssey House, our vision is to help women and children break free from the cycle of family violence. As a member of our team, you will help to ensure consistent implementation of agency policies and procedures and ensure all staff, residents and clients are cared for.

Summary of Position

Reporting to the Client Support Supervisor(s), with support from the Client Support Manager, the Client Support Worker is responsible for developing a supportive relationship with adult and child residents of the shelter in order to apply supportive skills within a crisis intervention and domestic violence framework. In addition, other responsibilities include working as a team member with fellow staff members and volunteers, developing and maintaining good working relationships with relevant service providers/agencies, and participating in staff development activities. Some household duties may also be required.

Responsibilities

- Ensure all reporting and documentation is accurate, non-judgmental, culturally inclusive, trauma-informed, women-centered and up to date
- Administer risk assessment tools, such as danger assessment, DVSA and suicide assessment, and provide safety planning
- Screen and assess telephone callers' needs through crisis intervention and domestic violence framework
- Providing new intakes with an orientation of the shelter and staff roles
- Ensure that families are supported by providing supports, referrals, and advocacy to meet the needs of each family's situation and that adequate discharge planning is in place
- Maintain relationships and work with the relevant agencies/service providers for a collaborative approach to family violence; and maintain a healthy, positive link with relevant agencies/service providers
- Work collaboratively with other departments of Odyssey House to ensure best service delivery



Qualifications

The successful applicant will possess one or more of the following:

- Diploma or Bachelor's Degree in social work, psychology, counselling or other Human Services related field (or comparable experience)
- Minimum one year working with individuals experiencing family violence
- A combination of relevant education and experience may be considered
- Experience in Outcome Tracker considered an asset

Skills and Abilities

The successful applicant will possess the following:

- Ability to work independently and as part of a team
- Creativity and energy
- Good organizational and time management skills
- Knowledge of dynamics of domestic violence and women's issues
- Strong understanding of Alberta and Canada legal and court processes, EPOs and Protection Orders
- Knowledge of sexual assault, mental health and addiction issues
- Familiarity with Child & Family Service processes; the Children's First Act; TGOs and PGOs
- Knowledge of crisis intervention counselling, case management and safety planning
- Above average written and oral communication skills
- Creative problem-solving skills
- Demonstrated ability to work independently and as part of a team
- Strong knowledge of social service community agencies and protocols for referral/advocacy

What We Offer

- Hourly wage ranges from \$23.09 - \$24.50 per hour
- Excellent employee benefits including health, dental, wellness days, sick days, and a pension plan with employer matching
- Employer paid training opportunities

The successful applicant will be required to submit the following documents and assume any associated costs as a condition of employment: Criminal Record Check, Child Intervention Record



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Check (C.Y.I.M), First Aid & CPR certification, and Suicide Prevention Training Program.

To apply, please visit our website at <https://www.odysseyhouse.ca/careers/client-support-worker-2-positions-available/>

While we sincerely thank all applicants who apply, only those selected for an interview will be contacted.