

Job description

Effectively serving St. Paul and surrounding areas since 1984, Capella Centre has been assisting women to protect their safety, create healthy relationships, and build healthy communities. We have a job opportunity for team members! Are you up for a challenging opportunity where your efforts impact the well-being and support of women?

GENERAL FUNCTION

- To provide programs and services to residential clients designed to help support their transition out of the residential program, based on their expressed needs
- To provide referrals, advocacy and supports to help clients connect to their community and build their individual support system
- To provide transportation, advocacy and support at various agencies, community organizations, landlords, etc.
- To develop and maintain working relationships with community agencies and organizations

DUTIES AND RESPONSIBILITIES:

- Maintain a professional working relationship with all clients, co-workers, agencies, service groups, the public at large, the Executive Director and the Board of Directors
- Initiate contact with all residential clients, build trust and rapport, introduce the advocacy program
- Provide supported referrals and advocacy, facilitate connections with community agencies and organizations
- Complete all required forms for intakes and exits, and other forms relevant to the client's individual situation
- Enter accurate data into the database, provide monthly reports as requested
- Partner with agencies to provide in services sessions for residential clients.
- Attend/advocate at appointments with residential clients at various agencies, transport clients as required.
- Assist clients with securing appropriate housing.
- Participate in case conferences, house meetings, group sessions and client meetings as required
- Develop and maintain an up to date community resource "library"

GENERAL AND FACILITY RELATED RESPONSIBILITIES

- Maintain a high degree of safety, security and confidentiality at all times
- Attend all meetings and staff training workshops at the request of the Executive Director or Program Manager
 - Support co-workers in the implementation of all other programs

- Answer all phone lines, including the crisis line
- Perform other work related duties as assigned by the Program Manager or Executive Director

WORKING CONDITIONS AND PHYSICAL REQUIREMENTS

- Requirement to work in a busy, noisy environment with many interruptions
- Physical requirements include moving furniture, bending, reaching, lifting objects, navigating stairs
- Requirement to handle unpleasant situations, including cleaning up bodily fluids

QUALIFICATIONS AND CHARACTERISTICS

Relevant Post-Secondary Diploma (registration if required) or, Grade 12 High School Diploma with relevant experience

Experience and working knowledge of the dynamics of family violence, addictions, suicide and other social issues

Experience with case management.

Experience in group facilitation

Knowledge of local area resources.

Ability to work in a fast-paced environment, with many interruptions

Ability to work with women and children in crisis

Ability to work in a team environment

Competent computer skills

Excellent verbal, written and interpersonal skills

Demonstrated ability to handle emergency situations, conflict resolution, and harm reduction behaviors

Ability to work independently with minimal supervision

Experience working with diverse and multi-cultural communities

Understanding of trauma informed care

Criminal Record Check

Children's Services Intervention Check

Valid First Aid/CPR Certificate

Valid Drivers' License, Driver's Abstract

Job Type: Full-time

Benefits:

- Dental care
- Employee assistance program
- Extended health care
- Life insurance

Schedule:

- Day shift
- Evening shift
- Night shift