

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 new team members! Are you up for a challenging opportunity where your efforts impact the well-being and support of women?

GENERAL FUNCTION

- To provide support and deliver trauma-informed services to clients after discharging from the residential program, or who are not otherwise accessing the residential services of the shelter
- To work collaboratively with co-workers, agencies, and service groups, using a client-centered approach, respecting her rights to self-determination
- To provide public education to community agencies, groups, schools, and the public to raise awareness and knowledge about family violence and bullying

DUTIES AND RESPONSIBILITIES

- Maintain a professional working relationship with all agencies, service groups, the public at large, residential and non-residential clients, co-workers, Executive Director, and members of the Board of Directors

OUTREACH AND FOLLOW-UP CLIENTS:

- Initiate contact with all residential clients, build trust and rapport, introduce the follow-up program
- Receive referrals from the community, initiate contact with potential outreach clients
- Provide support, crisis counselling, risk assessments and safety planning for all clients by phone or in person as required
- Complete all required forms for intakes and exits, and other forms related to the client's individual situation
- Enter accurate data into the data base, provide monthly reports as requested
- Develop and facilitate outreach women's support groups
 - Develop and maintain an up to date community resource "library"
- Attend staff meetings and training workshops at the request of the Executive Director or Program Manager
- Identify training and workshop needs

COMMUNITY AWARENESS

- Attend community meetings as requested, including interagency meetings
- Initiate and maintain contact with community agencies and groups ensuring awareness of all programs and the referral process
- Identify and report to the Program Manager any needed materials or resources.
- Participate in community awareness events and activities

GENERAL AND FACILITY RELATED RESPONSIBILITIES

- Maintain a high degree of safety, security and confidentiality at all times
- 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 cook healthy meals for shelter residents
- 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 related experience

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

Competent computer skills, excellent verbal, written and interpersonal skills

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

Experience in group facilitation

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 Driver's License, Current Driver's Abstract

Job Type: Full-time

Schedule:

- Day shift
- Evening shift
- Morning shift
- Night shift