

**Golden Women's Resource Centre
Golden Safe Homes Program
Program Support Worker Job Description**

Position Title: Safe Homes Program Support Worker (PSW)

Area: Golden Safe Homes Program & Women's 24 Hour Crisis Line

Reporting to: Safe Homes Program Coordinator

Contribution:

This is an "on call" volunteer position where an honorarium is given, determined at a daily rate.

Qualifications:

- The ability to respond to crisis at any time between 5 p.m. through to 10 a.m.
- The ability to be non-judgmental, and assess client needs.
- An understanding of systemic discrimination facing women; the dynamics of family violence.
- An awareness of community resources relevant to client needs.
- Strong inter-personal skills, patience, and empathy.
- Good communication skills, both verbal and written.
- Problem solving, and commitment to accepting clients where they are at, re: substance use and varying levels of mental wellness.
- Training and/or experience in Supportive and/or Crisis Counselling
- Hold a valid BC Driver's License and willing to carry the appropriate vehicle insurance.

Responsibilities:

- Be available to answer the Safe Home crisis line after business hours.
 - Weeknights from 5 p.m. to 10 a.m.
 - 24 hours on weekends and statutory holidays.
 - When required, the PSW will cover the crisis line while the program coordinator has Professional Development days, sick days, and holidays.
- Represent the Safe Homes Program in a professional manner.
- Maintain confidentiality.
- Work as part of a team.
- Adhere to the code of ethics, policies and procedures and reflect the philosophy of the Golden Women's Centre Society;
- Maintain honest & open communication
- Participate in supervision and/or debriefing meetings with the SH Program Coordinator.

SPECIFIC DUTIES

It is the responsibility of the PSW coming on shift to:

- Pick up the cell phone on the afternoon of shift change. Shift rotation will ideally be weekly, but is flexible when necessary for staff availability.
- be ready for shift changes,
- maintain care of phone,
- report any problems with phone to coordinator immediately.

The PSW will ensure that the phone is in a place it will be heard and will respond to every call received. Arrangements can be made with the Coordinator to have the phone dropped off should

the PSW be unable to pick it up at the centre.

PSW will provide emergency crisis intervention including sheltering and general emotional support for women fleeing violence. The PSW will inform the coordinator of any shelter intakes as soon as it is possible or feasible. The PSW will document all calls and activities applicable to the shift worked and brief the Coordinator of follow up required the next business day after sheltering a client. All information pertaining to Golden Safe Homes Program and the PSW binder will be kept in a safe and confidential location. Any written confidential information pertaining to the program will be returned to the Coordinator in the PSW binder at the end of the PSW shift.

After initial contact and assessment of client eligibility; the PSW will transport client(s) to the service needed, for example, the safe home, hospital, RCMP detachment or hotel room. In the case of a safe home stay, the PSW will inform client about rules of program, fill out all forms as necessary in the PSW binder and will stay with client(s) until the client(s) feel secure and settled (within a reasonable amount of time, and skills required). When client(s) are in our care during weekends, PSW will maintain regular contact until Coordinator comes on shift.

The PSW agrees to provide transportation to necessary appointments (Lawyer, Doctor, RCMP, etc.) This applies only to a PSW covering a day shift.

The PSW agrees to be aware of and abide by all Safe Home Policies / Protocols and Safety Procedures. The Coordinator will post any changes to the policies in the PSW binder and/or advise the PSW of changes by email in order to update the PSW team.

Education and Training

It is the responsibility of the PSW to remain current on issues affecting her job responsibilities. This can be achieved by reading new material in the PSW binder and attending any training sessions offered by the program. Initial training and orientation will be provided by the Golden Safe Homes Program Coordinator. New PSW team members will be required to accompany a senior member on one call out before they will be able to take the cell phone on their own. This will occur once the PSW has completed the "Vulnerable Sector" criminal record check and has been accepted as a volunteer.

PSW safety is paramount in all situations. The PSW has the right to refuse to shelter a client if they feel the client is not a good match for our program, or for clients already staying in the safe home. The PSW agrees to contact the Program Coordinator or Lead PSW should any situation arise where they feel their personal safety may be jeopardized. PSW's are never expected to work beyond their skill set, nor support client(s) for an extended period of time. If a client's needs exceed this, they must call the PSW 2 for back up.

The PSW is a volunteer; however, an honorarium is given at a daily rate for each day she is on call. The rates are:

- Evenings (5pm - 10am) \$ 15
- Weekends (24hrs) \$ 30
- Statutory Holidays \$30
- Contingency Days (10 a.m. to 5 p.m. Coordinator sick, Professional Development) \$ 25
- Call Out (to shelter a client) \$ 25 per call out