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Relief Resident Services Worker

The Redwood assists women and children to live and thrive free from abuse, homelessness, and poverty.

Core services include a 39-bed emergency shelter, 24/7 access to counsellors through text, live chat and telephone crisis lines, employment initiatives to help survivors become economically self-sufficient, and anti-violence intervention and prevention counselling that Redwood caseworkers bring directly to survivors living in neighbourhoods all over the GTA.

As an organization, we demonstrate our commitment to our mission by working from a client-centered, feminist, anti-racist and anti-oppression framework. We are committed to social change through learning, collaboration, and advocacy.

Job Summary

Working under the direction of the Resident Services Manager, this role is responsible for providing crisis prevention, intervention and support services to women and their children under care at The Redwood. The main responsibilities include intake, crisis prevention and intervention, maintaining safety protocol and record-keeping, advocacy, education and team building.

Job Duties and Responsibilities

- Assessing crisis line callers, including provision of crisis counselling, to determine service need and delivery.
- Participating in the delivery and counselling services of iDetermine.ca as needed.
- Assessing and reporting women and children's immediate health and safety issues through completion of the Intake Interview.
- Completing the appropriate documentation for funding requirements as required.
- Educating newcoming residents to The Redwood shelter environment and with other clients.
- Presenting the shelter guidelines and procedures and obtaining written agreement to abide by them from newcoming and existing clients.
- Assigning the appropriate cultural interpretation service to facilitate the effective communication between staff and clients.
- Establishing contact with each woman per shift as appropriate to ensure her safety and that of her children.
- Maintain accurate and up-to-date documentation in each client’s file during every shift, including brief summaries of client interactions and any important information shared by the client.
- Clearly articulating and modeling the shelter's conflict resolution procedure to assist clients in solving issues as they arise.
- Encouraging clients to be active in decision-making for case management, dealing with challenges related to communal living and changes.

- Assessing and de-escalating potential or actual crisis situations to maintain safety for clients and staff at all times.
- Accompanying clients on agency visits as required.
- Designing, organizing and facilitating workshops in the shelter and in the community as requested or required.
- Assisting in the development of safety, departure and closure plans for clients leaving the Redwood's services.
- Providing follow up information and referrals as required.
- Completing program evaluation processes and forms as required.
- Documenting all appropriate records, forms, logs and appointments as required.
- Providing appropriate notification to Children's Aid Society and police to ensure safety of clients and staff when necessary.
- Conducting nightly security checks each shift to ensure physical safety of clients, staff and facility.
- Monitoring proper utilization of appliances and equipment to ensure safety and upkeep.
- Monitoring and/or carries out meal preparation, food storage and garbage disposal to maintain hygiene and sanitation standards.
- Maintaining confidentiality regarding all client files, records and information.
- Identifying problems or crises to the supervisor(s) to obtain guidance and/ or direction.
- All other errands as necessary and relevant to the department.

Working Conditions:

- Works extensively at a desk using a computer up to 8 hours in a working day.
- Works in a standard shared office environment.
- Be ready and on-call to work with short notice.
- Report in-person at The Redwood office.

Reports to: Manager of Resident Services
Schedule: Relief (On-Call), weekdays preferred
Compensation: $27.03/hour + 4% vacation pay

The Redwood is committed to the development of a staff and management team that reflects the diversity of the communities we serve.

Applications from Indigenous Women, Women of Color, LGBTQ+ and Women with disabilities are strongly encouraged. The Redwood provides accommodation during all parts of the hiring process upon request to applicants with disabilities. If contacted, please advise of any accommodation required.

The Redwood does not use AI in the selection and recruitment process to screen, assess, and/or select candidates. We are committed to a transparent and equitable hiring process.

Please note that as a congregate living setting, The Redwood Shelter requires all its workers to be fully vaccinated against Covid-19. Proof of full vaccination status will be required to be considered for the position.

We thank everyone for their interest in this position; however, only candidates invited to an interview will be contacted. As submissions are reviewed frequently, early submission is encouraged.