

**Job Title: Frontline Support Worker****Location:** Kelowna Transition House**Status:** Union, Full time**Reports To:** Domestic Abuse Housing & Programs Supervisor, Kelowna**Hourly Rate/Salary:** \$31.56/hour

Are you passionate about creating safe spaces for individuals experiencing domestic abuse? Do you thrive in environments where your leadership can make a tangible difference in people's lives? If so, the Kelowna Women's Shelter (KWS) invites you to join our team as a Frontline Support Worker.

**About Us:**

Kelowna Women's Shelter has been providing programs and services for people impacted by Domestic Abuse since 1980. Our programs include emergency and second-stage housing, outreach services, PEACE program, education and prevention initiatives, a 24/7 support line, and a community thrift store. We are committed to fostering safety, choice, and inclusion, and believe in building a community free from abuse through education, support, and strong partnerships.

**Summary:**

The Frontline Support Worker provides program participants and their children that identify as being at risk of and/or fleeing domestic abuse with support, security, advocacy, information, education, crisis intervention, referral information and temporary housing at the Transition House.

**Key Responsibilities:**

- Answer incoming phone calls including, taking messages, making appointments, responding to individuals in crisis or requiring support and information, screening potential new program participants and recording call information.
- Admit and discharge program participants and their children including, assessing risk, filling out intake and other required forms, creating safety plans, and orienting new program participants and their children (reviewing fire safety, security, house rules/procedures, facility, and services).
- Provide support by way of active listening, providing clarification, assessment of needs/risk, goal setting, creating action plans, offering encouragement, and sharing information about services, housing, and community resources.
- Monitors and ensures the safety and comfort of the program participants and their children and the security of the facility.
- De-escalates and facilitates resolution of conflicts between program participants residing at the Transition House.
- Assist in the arranging of transportation for program participants and their children, to outside appointments and services.

- Ensure household tasks such as laundry, housecleaning, garbage/recycling disposal, grocery shopping, and maintaining supplies are completed, and arrange for maintenance work to be performed as needed.
- Maintain related case notes, documents, forms, and statistics, and provide reports to the supervisor as required.
- Liaise with other service agencies and professionals and maintain current knowledge of issues and resources related to domestic abuse.
- Attend, and participate in staff, and other, meetings as required.
- Attend, and participate in, training/certification programs.
- Orient and assign duties to new staff, volunteers and students as needed.
- Perform other related duties as required.

**Requirements:**

- Diploma in a related human/social service field with one-year recent related experience or equivalent.
- Good working knowledge of domestic abuse and community resources.
- Ability to provide feminist-centered support with empathy and respect.
- Capacity to work independently and collaboratively.
- Skill in assisting individuals in crisis with non-judgmental services.
- Maintaining records and engaging in program evaluation.

**Additional Requirements:**

- A suitable Criminal Records Check for working with vulnerable people.
- Intermediate First Aid (OFA 2) (previously Standard First Aid Certificate and CPR level B)
- Union membership is required.

**Location:** Kelowna Transition House

**Hours of Work:**

10-hour shift; 11:00am - 9:00 pm.

**Pay:** \$31.56/hour

**Benefits:**

- Dental
- Extended Health Care
- Pension Plan
- Long Term Disability
- Outside of Canada Emergency Travel Insurance
- Employee Family Assistance Program
- Wellness Discounts

- Kelowna Women's Shelter Thrift Store Discount

### **Why Join Us?**

Be part of a mission-driven organization making a difference in the lives of children and families. Work in a supportive, collaborative, and inclusive environment. Access professional development opportunities to grow your career.

If you are ready to make a meaningful impact on the lives of those affected by domestic abuse, we encourage you to apply. Join us in our mission to create safer, more empowered communities. Apply now to be a part of our dedicated team at Kelowna Women's Shelter.

### **How to Apply?**

If this sounds like the opportunity you've been waiting for, we'd love to hear from you! Please send your resume and a thoughtful cover letter explaining why you're the perfect fit for this role.

*We thank all applicants for their interest, however, only those selected for an interview will be contacted.*

Join us in making a difference!

Please visit our [careers](#) page to see more job opportunities.

*We acknowledge that the Kelowna Women's Shelter is located on the ancestral, traditional and unceded territory of the Syilx Okanagan Nation.*