Canadian Mental Health Association Kootenays
Mental health for all

Association canadienne pour la santé mentale Kootenays
La santé mentale pour tous

Internal and External Job Posting

JOB TITLE: Transition House Worker
PROGRAM: Women's Services
LOCATION: Cranbrook
CLASSIFICATION: BCGEU General Services Agreement Grid 10 Step 1 $27.53 (Nov 22, 2026 wage will be $28.53)
HOURS: 70 hours bi-weekly rotating schedule
Week 1: Sunday, Monday 10:30pm-8:30am (paid breaks) and Thursday, Friday 12pm-11pm (1hr unpaid break)
Week 2: Monday, Tuesday 12pm-11pm (1hr unpaid break) and Saturday 10:30pm-8:30am (paid breaks)
CLOSING DATE: open until filled

Position requires BCGEU membership and due to the nature of the position is open to female applicants only.

JOB SUMMARY:
The Transition House Support Worker provides trauma-informed, non-judgmental and practical support to women and children staying at the Transition House. The worker responds to crises, assists with safety planning, provides information and referrals, supports residents with established goals, and helps maintain a safe, welcoming and well-functioning communal living environment. The location is pet friendly.

KEY DUTIES
Provide trauma-informed, non-judgmental emotional and practical support while performing the key duties and responsibilities:

- Screen prospective residents for suitability prior to admission, conduct intakes, orientate and assist residents while they settle in the house.
- Assess resident's immediate needs, assist them with individualized safety planning and support them to established goals while respecting their choices, dignity and autonomy.
- Provide information about family violence, its effects and available options.
- Provide information and referrals related to community, legal, justice, housing and other support services.
- Advocate for and accompany residents or former residents when appropriate and within the scope of the role.
- Respond appropriately to crises and changing resident needs. This may include facilitating resolution of conflicts between residents.
- Assess and ensure the safety and comfort of residents and the security of the facility.
- Provide emotional support, encouragement, goal setting and problem-solving support to residents. Provide parenting skills development and suggestions for childcare activities, when required.
- Liaise with other service agencies and professionals, as required. Maintains current knowledge of issues and resources related to abuse and violence.
- Ensure housekeeping services such as laundry, housecleaning, grocery shopping and maintaining supplies are completed. Order supplies / groceries; performs minor maintenance.
- Provide information, assistance, crisis intervention and risk assessment for residents and Women's Shelter and Help Line (AKA crisis line) and callers.
- Maintain detailed and accurate case notes, resident records, documents, forms and statistical information.
- Performs other related duties as required.

QUALIFICATIONS

- Diploma in related human or social services field.
- One (1) year (minimum) recent related experience.
- Is knowledgeable and has an awareness of domestic violence issues
- Strong trauma-informed, non-judgmental communication skills
- Clear Criminal Record
- Current BC Driver's License and Clean Driver's Abstract
- Current First Aid Certificate with CPR

Working Conditions:

- The work environment is typically in a transition house; however, community work may also be required
- This position requires a moderate amount of keyboarding/manual record keeping
- those served by the program may disclose emotional information that may impact your wellbeing and may require intentional debrief and consultation
- Work is performed in a confidential, communal residential environment.
- The position may involve working alone for part or full shift.
- Ability to deal effectively with conflict situations, mediate, manage aggressive behaviour, and use non-violent crisis intervention and behavioural management techniques
- The work involves responding to emotionally demanding and unpredictable situations involving women and children affected by family violence.
- Emotional resilience is required to support clients with diverse lived experiences
- Resilient when immersed in highly charged environments and subjected to targeted behaviors
- Required to work within a structured low barriered/harm reduction environment which may involve:
    - Exposure to drugs or alcohol
    - Sharps and other drug paraphernalia
    - Possible but extremely rare exposure to bodily fluids and/or infectious diseases

Female applicants to submit resume to: reception@cmhakootenays.org Subject: KHTH Worker
CMHA Kootenays thanks all applicants; however, only those selected for interviews will be contacted.