



HURON WOMEN'S SHELTER
SECOND STAGE HOUSING
and COUNSELLING SERVICES

Providing shelter, support, housing, counselling & advocacy for abused women & their children

Program Support Worker – Full Time Continuing

About us

At HWS, we use a gender based analysis (GBA+), trauma and violence informed framework to deliver prevention, education and crisis support services to women and their families who have been impacted by gender based violence (GBV) in rural Huron County. Our services include a 24-hour helpline and emergency shelter, risk assessment and safety planning, advocacy, system navigation, individual and group healing opportunities, and community development.

We are seeking a **Program Support Worker** to join our team. This is a full time, continuing role.

Job Purpose

Reporting to the Senior Manager of Operations and working closely with the Program and Management teams, the Program Support Worker is accountable to effectively support the smooth functioning of the administration and Emergency Shelter operations at Huron Women's Shelter (HWS), contributing to a safe and welcoming environment.

Duties and Responsibilities Include:

1. Acts as the first point of contact to clients, community partners, and visitors to the organization by answering doors and telephone calls. Ensures a professional, warm welcome with an ability to assess and refer to the appropriate employee, offering the appropriate support.
2. Provides dedicated administrative support to the Program Manager to support effective program delivery, and assists Senior Manager of Operations with various administrative tasks to support broader agency operations.
3. Responsible to ensure offices and communal spaces are well maintained, welcoming, professional, and setting the tone for a positive, hospitable space for colleagues, clients and guests.
4. Facilitates appropriate onboarding and orientation for new staff, volunteers and students.

***A detailed role and responsibility document will be given to candidates offered an interview.*

Location

This position will require the incumbent to work at our administrative and Shelter location located at 376 Huron Road, Goderich ON.

LOCATIONS IN: GODERICH | EXETER | CLINTON

www.huronwomensshelter.ca

376 Huron Road, Goderich N7A 3A5

Bus. 519-524-5333 24hr Support and Information Line 1-800-265-5506 or 519-524-6245



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Hours

The hours for this position are 35 hours a week and may be required to work a variable of day, evening and weekend hours to support program and agency needs.

What you Bring to the Role:

- Demonstrates a strong understanding of feminism, GBA+ and trauma and violence informed approaches.
- Excellent organizational skills with the ability to multitask.
- Strong GBV risk assessment skills.
- Excellent written and oral communication skills.
- Displays a professional demeanor and the ability to remain calm and present in a crisis environment.
- Demonstrates a high attention to detail.
- Strong initiative and demonstrates the ability to take on a project with minimal supervision.
- Excellent use of computer office technology and applications including Microsoft Excel, WebWISH, and Integra.
- Valid driver's license and access to a reliable vehicle.
- Clear current Police Vulnerable Sector Check (PVSC); CPR and First Aid.
- Ability to work independently as well as within a team.

Qualifications

- Diploma in Social Service Work or Business Administration.
- Minimum of 2 years of related experience in the GBV field including the provision of administrative support. Preference will be given to experience obtained in a crisis and support line and/or residential setting.
- Fluency in other languages an asset.

Applying

If this opportunity looks like it is a good fit for you, apply today! Please forward your expression of interest and resume to the Senior Manager of Operations, Emilie Hogan, at emilie@huronwomensshelter.com by March 13, 2024 by 12:00pm.

We thank all those interested in the position, however, only those selected for an interview will be contacted.

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