

**Benchmark Title****TRANSITION HOUSE WORKER****Job Summary**

Provides support, security, advocacy, information, education, crisis intervention and referrals to residents and crisis line callers.

**Key Duties and Responsibilities**

1. Screens prospective residents for suitability prior to admission. Conducts intake interviews. Orients and assists residents to settle in the house.
2. Assesses residents' immediate needs and assists them to define and implement an action plan. Provides information to residents on resources available and recommends appropriate services.
3. Monitors and ensures the safety and comfort of residents and the security of the facility. Facilitates resolution of conflicts between residents.
4. Provides emotional support, encouragement, goal setting and problem solving support to residents. Facilitates house and/or support group meetings.
5. Liaises with other service agencies and professionals. Maintains current knowledge of issues and resources related to abuse and violence. Provides presentations and public awareness activities about services and issues of abuse.
6. Ensures housekeeping services such as laundry, housecleaning, grocery shopping and maintaining supplies are completed. Orders supplies/groceries; performs minor maintenance.
7. Provides crisis intervention and risk assessment for residents and crisis line callers. Provides information, advocacy for and assistance to residents and crisis line callers.
8. Maintains case notes, resident records, documents, forms and statistical information.
9. Orients and assigns duties to volunteers/practicum students.
10. Accompanies and/or transports residents to outside services.
11. Performs other related duties as required.

**Qualifications***Education and Knowledge*

Diploma in a related human / social service field.

*Training and Experience*

One (1) year recent related experience.

Or an equivalent combination of education, training and experience.

# COMMUNITY SOCIAL SERVICES JOB EVALUATION PLAN RATING RATIONALE

**BENCHMARK TITLE:     Transition House Worker**

FACTOR	REASON FOR CLASSIFICATION	DEGREE	POINTS
1	Education and Knowledge – Requires a diploma in a related human / social service field	4	75
2	Training and Experience – Requires 1 year recent related experience	3	75
3	Physical Demands – Sometimes performs housekeeping duties such as laundry and cleaning	3	21
4	Concentration – Monitors clients almost continuously to ensure that clients' needs are met	5	42
5	Independence – Guided by general instructions, selects amongst alternate courses of action to assist residents to define and implement an action plan	4	57
6	Judgement – Assesses residents for suitability for admission and needs and chooses an approach using accepted procedures and techniques to assist residents to define and implement an action plan	4	57
7	Leadership/Supervision – Provides indirect supervision – assigns work to volunteers / practicum students	2	40
8	Accountability – Work is reviewed for adherence to instructions and has direct impact on service provided Errors may result in limited waste of resources	3	43
9	Communication – Facilitates clients defining and implementing an action plan; facilitates resolution of conflicts	4	57
10	Care of Individuals – Work involves providing emotional support, encouragement, goal setting and problem solving to clients	4	40
11	Environment/Working Conditions – Sometimes exposed to moderately undesirable working conditions in the form of unpleasant dealings with upset, angry or demanding clients	4	33
<b>Total Points</b>			<b>540</b>