

Internal Posting – Competition #: 2026 22 WSW Casual22

Position	Location	Title/Grid Level	Closing Date
Casual Women's Support Worker	Ishtar/Libra Transition Houses	Women's Support Worker Grid 11	August 14, 2026
Hours of Work/Week	Wage Rate/Salary	Shift Schedule	Use of Personal Vehicle
	\$31.56-33.49	Any of the morning, evening, and overnight shifts during the week and weekends	No

Afternoon Shift Premium of 25¢ per hour for the entire shift applies to shifts where 50% or more occurs between 4:00 p.m. and 12:00 midnight. Weekends of 50¢ per hour for each hour worked applies to hours worked between 00:01 hours Saturday and 24:00 Sunday.

"This position is open to all qualified individuals and this position requires Union membership."

Nature of Position:

Reporting to the Residence Coordinator incumbent is responsible for providing support, security, advocacy, information, crisis response, referrals, and safety planning to residents and crisis line callers under the harm reduction model through an intersectional feminist approach.

Required Qualifications:

- Requires a diploma in a related human / social service field.
- Intersectional feminist, anti-oppressive analysis of violence against women
- Thorough understanding of harm reduction especially as it relates to women, violence, mental wellness, and struggles with substance use.
- Non-Violent Crisis Intervention Certificate and Naloxone Training assets
- Two years of recent related experience
- Leadership and supervision skills
- An equivalent combination of education, training and experience.
- Standard First Aid Certificate CPR Level C with AED,
- Valid Class 5 driver's License and access to a reliable vehicle required.
- Vulnerable sector criminal records check required.
- This position requires union membership upon employment.

Required Skills and Abilities:

- Ability to constructively resolve conflict with colleagues and women accessing services.
- Good verbal and written communication skills
- Ability to multi-task and prioritize competing demands. Ability to work in a group as well as independently while guided by organizational policies. Competent in using Microsoft Office suites such as Outlook, Word, Excel, and cloud-based services.



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Key Duties and Responsibilities:

- Speaks with prospective residents and conducts intakes. Reduces barriers for women and children accessing services. Orients and assists residents to settle in the house.
- Using a women-centered approach, supports residents to meet their self-determined goals.
- Monitors and ensures the safety and comfort of residents and the security of the facility. Facilitates resolution of conflicts between residents.
- Provides emotional support, encouragement, goal setting, and problem-solving support to women. Facilitates house and/or support group meetings.
- Assists women with dependent care by providing emotional support to children and youth, monitoring and conducting developmentally appropriate recreational activities (such as craft projects and games) and attending to children's physical needs.
- Consults and liaises with other service agencies and professionals to develop community relations and maintain up-to-date information on available resources. Participates in public education to raise awareness.
- Assists women with applications for income assistance, legal aid, housing and any other supports services as needed and appropriate.
- Ensures housekeeping services (such as laundry, cleaning, grocery shopping, and ordering supplies) are completed. Performs minor maintenance. Some lifting required.
- Provides crisis intervention and risk assessment for residents and crisis line callers. Provides information, advocacy for, and assistance to residents and crisis line callers.
- Maintains resident records, documents, forms, and statistical information using Microsoft Office suite and other relevant databases.
- Maintains confidentiality of clients and client-related information.
- Accompanies and drives clients as required. Picks up donations and groceries as required.
- Orients and assigns duties to volunteers/practicum students.
- Performs other related duties as required.

Required Performance:

Job performance must be at a satisfactory level and will be assessed in the fulfillment of the above relevant job duties, including performance and evaluation reports and disciplinary records in accordance with Article 11.4(d) of the Collective Agreement.

Closing Location:

To apply for this position please send your cover letter and resume in one PDF document to:

humanresources@ishtarsociety.org with the subject line:

Attention: Juan Damasco

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Date Posted:

August 4, 2026

Each applicant is responsible for ensuring that the Society receives his/her application by 4:00 p.m. on the closing date. Any application received past this time will be considered late. Candidacy of late applications will be considered as external candidates.