

## **Rowan House Society Job Description: Support Line Worker**

### **Job Title: Support Line Worker**

### **Main Purpose of the Job:**

The Support Line Worker provides support to individuals who are calling the 24-hour Support Line. The Support Line Worker will provide secure, safe, and confidential information to callers and adhere to the expectations and guidelines of Rowan House. The Support Line Worker will provide crisis support, safety planning, assessments, navigation of community resources and interventions to assist callers who are experiencing domestic violence and abuse. As the Support Line is the first point of contact with our agency, the Support Line Worker will need to gain a vast knowledge of the organization programs and the resources available in the community.

The Support Line Worker will be a dedicated staff member who will report directly to the Program Coordinator and/or Program Lead as needed or requested.

Although the Support Line Worker and Shelter Support Workers work alongside each other, the role is not interchangeable.

### **Reports to: Program Coordinator**

### **Duties and Responsibilities:**

- Respond effectively to all incoming calls on the 24-hours Support Line, assessing the service needs of those seeking assistance and/or referring to other agencies as required. The Support Line will provide support to individuals who are experiencing domestic violence and abuse, using domestic violence and abuse and to professionals who need guidance in the sector
- Respond from a trauma informed approach to incoming calls on the Support Line and texts
- Facilitate and/or complete all admissions procedures and ensure Shelter Support Workers are advised of next steps
- Connect caller with CanTalk if English is not their primary language
- Provide caller with crisis and emotional support, safety planning, and navigation of community resources. Ensure safety and inclusivity is honored in every interaction
- Provide caller with information, referrals, and follow up as appropriate



- Ensure the collection and input of all client data is completed and implemented in the secure data base
- In collaboration with the Program Coordinator, review caller files and ensure data collection is completed and meets reporting requirements
- Ensure proper caller file documentation including Noteworthy and Critical Incident information are completed appropriately and within timelines
- Remain up to date on challenges facing callers, and support in ensuring all caller needs are addressed in an effective and professional manner
- Responsible for tracking and making follow-up calls in accordance with the caller
- Create and maintain a caller safety plan guide book
- Create and maintain a resource tool/binder/data base to support the needs of the caller
- In collaboration with the Program Coordinator and Data Analyst monitor turnaways, on the Support Line and ensure data is being captured and accurately reported to the provincial government
- Perform other duties as required by the Program Coordinator

**Professional Development:**

- Attend meetings, touch bases, shift changes as required, stakeholder meetings and other professional development opportunities and meetings as required
- Participate in annual performance reviews
- Take a proactive role in one's own professional development and accountability
- Remain current in the research and best practices in topics related to domestic violence and abuse, crisis intervention models, and information on Rowan House strategic outcomes

**Qualifications:**

- Bachelor of Social Work, Psychology, or equivalent education supplemented by a minimum of 3 years related experience in domestic violence and abuse, crisis intervention and emergency shelter services. An equivalent combination of education and experience may be considered.
- Proficiency in Microsoft Office suite of programs.
- Knowledge and understanding of the effects of domestic violence and abuse.
- Commitment to understanding cultural humility, diversity and supporting equality of opportunities.
- Awareness of the unique cultural and spiritual needs of indigenous individuals, families and communities and a strong understanding of Indigenous communities and the realities and issues that impact them.
- Ability to analyze risk and provide strong risk mitigation procedures.
- Willingness to be innovative and creative in enhancing current processes.
- Ability to think and act strategically and systematically.
- Strong interpersonal and crisis intervention, negotiation, and conflict resolution skills
- Knowledge of community resources, specifically in the Foothills area



- Strong knowledge and understanding of the specific support required for rural communities.
- Knowledge of trauma-informed practices and the mission, vision, and values of Rowan House
- Be a team player who is self-motivated and works effectively in a fast-paced environment with deadlines and multiple workflows.
- Must possess exceptional public relations, and communications (written and verbal) skills.
- Strong analytical and problem-solving skills to deal with complex tasks and issues with minimal supervision.
- Has knowledge and understanding of working within a team
- Ability to analyze risk and provide strong risk mitigation procedures

#### **Certificates:**

- A Criminal Record and Vulnerable Sector and Child Intervention Check are conditions of employment
- Must have current CPR and First Aid Certificate
- Must have current Applied Suicide Intervention Skills Training
- Must be registered with an associated professional body if required
- Must have Non-Violent Crisis Intervention
- Naloxone Poisoning Prevention Certificate
- Valid driver's license with a clear driver's abstract and reliable transportation

#### **Working Conditions:**

- Flexibility is required within this role, evening and weekends may be required

#### **Physical Requirements**

- ***Strength Parameters***

You may be required at times to lift boxes or event kits to and from events, as well as put up the event tents.

- ***Motion Parameters***

You may be required to sit at your desk for extended periods of time.

- ***Vision and Hearing Requirements***

You may be required to sit at your computer for extended periods of time.

Please submit your resume to Carlee at [carleem@rowanhouse.ca](mailto:carleem@rowanhouse.ca) by May 17, 2024