



Feeding hope. Changing lives.

## Ministry Support Worker (on-call), WRT

### Job Description

<b>Department:</b>	Programs
<b>Branch:</b>	Women and Families Centre
<b>Location:</b>	601 East Hastings, 637 East Hastings or 431 Princess Ave, Vancouver
<b>Reports to:</b>	Women's Chaplain or Child Care Supervisor & Administrator Due to the necessity to supplement the various teams, each shift may differ in responsibility/supervision. Refer to employment offer letter for direct reporting.

#### **Job Summary: Women's Resource Team**

The Ministry Support Worker will provide non-judgmental, woman-centered support by way of advocacy, information and referral to women and their children who access the Women and Families Centre. This position will be responsible to assist other staff members in caring for women, with or without children. The job will include assisting with referrals, program activities, material needs of the women, and other tasks the women need help accomplishing. In addition, this position involves ministering to these women by forming relationships, loving, praying, declaring the good news of Jesus Christ, and making disciples. The job will include shift work, weekends and statutory holidays. The work will be based out of the Hastings facility.

#### **Job Summary: Reception**

The Receptionist is responsible for greeting and assisting visitors, volunteers, guests, and staff in a courteous and professional manner. This individual handles routine enquiries, directing more complex issues to the appropriate person or department. The Receptionist also assists in ensuring building security is maintained. The work will be based out of the Hastings facility and/or 616 East Cordova.

#### **Job Summary: Children's & Youth Worker**

This position involves working with a team to execute fun, creative, holistic, and child-centered programs for school-aged children. Under the guidance of the Coordinator, Family Programs, the Auxiliary on-call Worker will assist with the planning, developing, implementation, and leading of the afterschool program, as well as fieldtrips, seasonal activities, and special events for children and families throughout the year. The Children's Auxiliary on-call worker is responsible for ensuring a high level of program quality and supervision, working to establish positive relationships with all program participants and their families, and helping to maintain a safe, clean program site. The work will be based out of the Strathcona Church facility.

#### **Knowledge, Skills and Abilities:**

- Agreement with UGM's Mission Statement (see [www.ugm.ca](http://www.ugm.ca)) and Statement of Faith.
- Personal knowledge and experience of the saving work of Jesus Christ.
- Maintain a high level of confidentiality within the organization and its clientele.
- Good interpersonal skills.
- Basic English skills (verbal, reading and writing).
- Basic computer skills (Excel, Word and Outlook)
- Ability to work as part of a team under the direction of a Supervisor.
- Complete UGM's Non-Violent Crisis Intervention and Outreach Worker Orientation Courses.
- Valid Class 5 drivers' license preferred.
- Related work or volunteer experience is preferred.
- Experience dealing with complex matters, including one's own life experience which encouraged your own personal work of resilience.
- 12 months of related work experience is preferred, and a willingness to work with vulnerable women who face gender violence in the streets of their community.

- Knowledge of motivational intervention and stages of change is preferred.
- **Technical Competency**—Trauma-Informed Care (Level 1): Help identify negative events that have impacted the client’s functioning, and develop interventions that emphasize safety, choice, and personal control.

### **Behavioural Competencies:**

- **Adaptability/Flexibility (Level 2)**  
Adjust approach to meet needs of changing conditions, situations, and people to work effectively in difficult or ambiguous situations.
- **Christ-likeness (Level 1)**  
Demonstrate the love of Christ in word and deed by living out the values of the Gospel.
- **Continuous Learning (Level 1)**  
Identify and pursue opportunities to enhance professional performance and development in effective program delivery and excellent service.
- **Diversity and Cultural Responsiveness (Level 1)**  
Provide respectful, equitable, and effective services to diverse populations by affirming the value, worth, and dignity of all.
- **Self-Care (Level 2)**  
Deliberately and continuously apply professional and personal self-care to sustain optimal productivity and maintain physical, mental, spiritual, and emotional health.
- **Teamwork and Cooperation (Level 1)**  
Work collaboratively and productively across the organization to achieve common goals, while demonstrating respect, cooperation, collaboration, and consensus-building.

### **Working Conditions:**

- **Work Location**  
Work is generally performed indoors, with up to 10% of the time spent outdoors in all types of weather.
- **Physical Requirements**  
Work is generally sedentary in nature, but may require standing, walking or reaching for up to 60% of the time. Employee is required to look at a computer screen and use a keyboard for up to 30% of the time. Must be able to lift up to 35lbs occasionally.
- **Work Conditions**  
Working environment is generally favorable. Lighting and temperature are adequate. Work is performed amid normal conditions of dust, odors, fumes, and noises. Occasional environmental exposures to cold, heat, and water. This position is required to work in an environment often dealing with clients in crisis situations brought about by diverse problems. The ability to function independently and frequently under pressure, while managing multiple concurrent tasks including emergency situations is an ongoing expectation of this position.
- **Hours of Work**  
Shifts may include day, afternoon, evening, and weekend. Work on statutory holidays may be required. Moderate overtime may be required. Due to this position’s on-call nature, the employee is required to provide a means of immediate communication.
- **Hazards**  
Job requires frequent interaction with the public some of whom may be upset, abusive, and/or violent. Job requires working frequently with people in unhealthy conditions and may include exposure to bodily fluids, lice and bedbugs. Employee is required to hear information about clients’ lives which may be troubling or upsetting, and may cause emotional issues including vicarious trauma.
- **Other**  
Due to the nature of the job, and our commitment to a safe environment, the candidate is subject to a criminal record check.

The above statements are intended to describe the general nature and level of work performed by people assigned to this position. They are not intended to be construed as an exhaustive list of all responsibilities duties and skills required of personnel so classified.

**Employee's Signature:** \_\_\_\_\_

**Name:** \_\_\_\_\_ **Date:** \_\_\_\_\_

**Supervisor's Signature:** \_\_\_\_\_

**Name:** \_\_\_\_\_ **Date:** \_\_\_\_\_