



Residential Justice Support Worker Job Description

Reports To: House Director and/or designate.

\$23.50 per hour. 72 to 96 hours biweekly on a scheduled rotation of 12 hour shifts including days, nights and weekends. Average of 84 hours biweekly. Two weeks vacation, 12 paid personal days off. Professional development opportunities and employer paid benefits with Blue Cross.

Summary

The Residential Justice Support Worker is a key member of the Coverdale Residential Program team, dedicated to supporting girls, women, and gender-diverse individuals involved in the justice system. This role is crucial in maintaining a supportive housing facility and providing comprehensive, trauma-informed, and restorative care.

Purpose: The Coverdale Residential Program aims to support individuals experiencing poverty, mental illness, addictions, homelessness, and involvement in the criminal justice system. By providing assertive interventions within a high-tolerance environment to clients who are medium to high-acuity, the program seeks to break harmful cycles of incarceration and promote healing, accountability, and community building.

Key Responsibilities:

Comprehensive Facility Maintenance:

- Conduct routine inspections of the entire facility to ensure all areas meet safety and cleanliness standards.
- Perform minor repairs and general maintenance tasks; report any major repair needs to the House Director immediately.
- Manage and oversee the safety of the facility, including checking fire extinguishers, alarms, and emergency exits regularly.

Rigorous Safety Protocols:

- Promptly report safety issues and potential hazards to the House Director and take immediate action to prevent accidents.
- Ensure that all exits and pathways remain clear and accessible at all times.
- Maintain a secure environment, ensuring all security protocols are followed.

Detailed Documentation:

- Complete daily documentation diligently, including shift checklists, information and incident reports, input into HIFIS, daily logs, and other required documentation.



- Maintain confidentiality and accuracy in all forms of documentation, adhering to privacy laws and organizational policies.

Environmental Hygiene and Cleanliness:

- Uphold the highest standards of cleanliness throughout the facility as per shift responsibilities; this includes disinfection of surfaces, waste management, and laundry services.
- Organize and restock cleaning supplies, ensuring they are readily available for use.
- Oversee the cleanliness of communal areas, bedrooms, bathrooms, and kitchen spaces, following health and safety guidelines.

Direct Resident Support:

- Provide gender-informed, trauma-responsive, and restoratively driven support services to residents.
- Engage residents in meaningful activities that promote community building and individual dignity.
- Support residents in maintaining their housing and responsibilities, providing guidance and assistance with household management skills.

Operational Effectiveness:

- Engage in the overall operation of the facility, ensuring smooth day-to-day functioning.
- Prepare rooms for new residents, which includes cleaning, sanitizing, and setting up personal spaces.
- Ensure that all outgoing official communication is reviewed and approved by the House Director before dissemination.

Health and Wellness:

- Conduct regular wellness checks on residents and provide immediate support as needed.
- Administer and document medication as prescribed.
- Recognize signs and symptoms of physical or mental health issues, including overdoses, and respond with appropriate interventions.

Harm Reduction and Substance Use Support:

- Maintain a current understanding of harm reduction principles and engage residents in discussions about substance use and safer use practices.
- Provide and manage access to harm reduction supplies, ensuring they are used effectively and responsibly.



- Respond to overdose situations, including the administration of naloxone if needed.

Conflict Resolution and Mediation:

- Support residents in accessing medical care and resolving conflicts, employing de-escalation techniques and mediation strategies.
- Facilitate restorative justice circles to address grievances and promote understanding and healing within the community.

Culinary and Nutritional Support:

- Participate in meal preparation, ensuring meals meet nutritional standards and accommodate residents' dietary needs. [Caitlan's Place]
- Educate and support residents in developing their cooking and nutritional planning skills. [Honour House]

Continuous Improvement:

- Participate in ongoing professional development opportunities to enhance skills related to the role.
- Provide feedback and suggestions for improving program delivery and resident services.

Other duties as assigned by the House Director and/or designate, which may include:

- Assisting with the organization and facilitation of recreational and educational programs for residents.
- Collaborating with external service providers to coordinate resident care and support services.

Working Conditions

Front-line staff are exposed to emotionally disturbing events, such as: medical distress, threatened/actual serious injury, violence, abuse, and death; where clients may be experiencing fear, terror, hopelessness, rage, self-harm, and conflict. It is understood and accepted that you will be working in distress and/or high-stress situations, which may include emergency response where resiliency and stress tolerance and the ability to maintain composure, remain calm and focused is imperative. Exposure to bodily fluids may also occur. ***This is an awake position, staff are required to stay awake, alert, and vigilant at all times while on duty.***

Increased Risk of Violence Statement: Employees must be aware of the elevated risk of violence that accompanies working with this population. This includes being prepared to safely manage situations involving aggressive behavior or conflict, and understanding the importance of maintaining a calm, professional demeanor in challenging circumstances.

Physical Requirements:

- Ability to lift and carry up to 50 pounds.



- Comfortable handling bodily fluids and performing related cleaning tasks.
- Ability to stand, walk, and sit for extended periods; may require occasional bending, lifting, or climbing.

Qualifications:

- Bachelor's degree or Diploma in social work/services, psychology, criminal justice, or a related field. Relevant experience may be considered in lieu of a degree.
- Prior experience with restorative justice practices and harm reduction strategies.
- Strong understanding of the unique challenges faced by at-risk youth and the application of restorative and harm reduction methodologies.
- Ability to work in high-stress situations with resilience and empathy.
- Excellent interpersonal and communication skills.
- Basic knowledge of facility maintenance.

Email resume to julie@coverdale.ca. Only those selected for an interview will be contacted. No phone calls please.