

Access Facilitator

Job Code: R2-MSA-2020

Department: Supervised Access Services
Reports to: Supervisor, Supervised Access
Location: Hamilton, ON
Hours of Work: 3-14 hrs/wk between
Friday 5:30pm-8:30pm
Saturday 9:30am-3:30pm
Sunday 12:30pm-3:30pm

Start Date: TBD
Posting Date: September 01, 2020
Closing Date: Ongoing

Who We Are

Founded in 1889, **YWCA Hamilton** is known as one of Hamilton's original social innovators and works from a feminist, anti-racist, and anti-oppressive framework. We are dedicated to strengthening women's and girl's voices, broadening their choices, building dynamic leadership and providing essential services that promote safe, inclusive and equitable communities.

Position Description

Facilitates and directly supervises visits and exchanges between visiting parties and children both in person and virtually. Records factual observation notes while maintaining a safe, neutral and child-friendly environment.

Key Responsibilities:

- Responsible for the facilitation and documentation of all visits and exchanges in a safe, neutral, child friendly environment for all regularly scheduled visits/exchanges or virtual access in both the Family Access and Access Alternatives Program;
- Manages critical incidents related to their family file and intervenes as necessary;
- Adheres to the Standards and Best Practices set out by the Ministry of the Attorney General and YWCA Hamilton's policies and procedures;
- Adheres to Access Alternatives policies and procedures;
- Point of contact for staff regarding client issues, support and feedback;
- Assists parents at check in, provides receipts, and manages cash flow for the designated file (e.g. visit fees, late fees, etc.);
- Supervises child participants at all times and monitors the safety of all visitations and activities and responds immediately to rectify any safety concerns, escalating to Supervisor, Supervised Access Services as required;
- Conducts child/parent orientations both in person and virtually as required;
- Analysis of broad problems generally of an operating or specialized nature requiring the development of solutions;
- Maintains a clean and tidy work and visitation environment;
- Maintains high level of confidentiality when working with sensitive and personal client, and employee information;
- Creates a written record of factual observations made during the visit and/or exchange;
- Nurtures and forms meaningful internal and external working relationships and partnerships;

- Supports YWCA Hamilton mission, vision and values;
- Works at Family Access Center and Access Alternative Programming as required.

Qualifications

- Completion of 2 years' college in Social Work, Sociology or Child and Youth or equivalent;
- Minimum of 2 years' experience in social services or related field;
- Knowledge of family law and Child and Family Services Act is an asset;
- Knowledge of domestic violence and its impact on families is an asset;
- Must provide a current Vulnerable Sector Police check or willingness to obtain at own cost;
- Must have current Standard First Aid and CPR certificate or willingness to obtain at own cost;
- Ability to bring a feminist, anti-racist/anti-oppressive perspective to work;
- Ability to work a schedule which includes evenings and weekends;
- Excellent interpersonal and communication skills;
- Bilingual English/French or other languages an asset.

YWork for us?

At **YWCA Hamilton**, we are intentional about fostering a workplace culture that values positive physical and emotional well-being through our values of Inclusivity, Equity, Community, Self-determination, and Accountability. We invest in our employees so that we can bring our values into the communities in which we live. We offer our employees:

- On-the-job training and professional development opportunities
- Staff fitness, aquatic, childcare and recreation discounts
- Opportunities to get involved in our community
- A competitive total rewards package

If you're passionate about making a positive impact in the lives of women, children, and families every day, we would love for you to join our team!

How to Apply

Please submit resume and cover letter to:

Email:

jobs@ywcahamilton.org

When submitting by email, include the **JOB CODE** in the subject line of your email.

or

Mail/Fax:

75 MacNab Street South
Hamilton, ON L8P 3C1
Fax: 905-522-1870
Attention: Human Resources

Thank you for your interest in YWCA Hamilton.

*As part of **YWCA Hamilton's** commitment to Access and Equity, we strive to represent the diverse communities that we serve. Individuals who are First Nations, Métis, immigrant, refugee, lesbian, gay, bisexual, or transgender; and individuals with disAbilities and from racialized communities are encouraged to apply.*

Accommodations are available throughout the recruitment process. Please inform us of any accommodation requests.

Please Note: *Only candidates selected for an interview will be contacted. Personal information collected during the recruitment process will only be used for employment opportunities only in accordance with the Freedom of Information and Privacy Act. Only applications from individuals eligible to work in Canada will be considered.*

