

Trauma-informed Family Support Coordinator Full-Time, Permanent

What We Do

WIN House provides individuals and their children fleeing violence with crisis response and intervention, safe temporary accommodation, and support for basic needs. Clients are offered trauma-informed, client-centered programming and support, access to resources, information, and referrals to community support. WIN House is working towards operating within a low-barrier model of care structure.

What You Will Do

The Trauma-informed Family Support Coordinator plays a crucial role in providing trauma-informed, client-centered services to families affected by violence.

The Trauma-informed Family Support Coordinator will regularly demonstrate and proactively undertake the following key responsibilities:

Client Engagement and Support

- Conduct comprehensive intakes with parents and children, assessing immediate and long-term needs.
- Build supportive, empathetic, and non-judgmental relationships with families.
- Support families in establishing routines, including bedtimes, meal planning, and school preparation.
- Support Crisis Intervention Workers (CIWs) in providing childcare assistance, ensuring the basic needs of children in the shelter are met while focusing on family-centered programming and case management.
- Engage children in age-appropriate discussions about family violence, emphasizing safety and empowerment.
- Collaborate with caregivers to create personalized safety plans for children.

Educational and School Support

- Assist families with school enrollment and coordinate transportation for children to WIN School or other educational facilities.
- Provide relevant information to WIN School staff to ensure children's needs are met.
- Support caregivers in preparing nutritious lunches and snacks for children attending school.

Program Development and Facilitation



- Allocate time between WIN 1 and WIN 2 to design and implement tailored programs for each shelter.
- Lead age-specific children's groups and parenting workshops, utilizing established curricula and creating supplementary materials like workbooks.
- Develop and facilitate a Boys' Healthy Relationship Group to foster positive masculinity and healthy relationships.
- Host one weekend group per month to increase accessibility for families.
- Plan recreational and therapeutic activities that strengthen attachment and promote family healing.
- Partner with the cook to provide child-friendly meals and encourage healthy eating habits.
- Develop a structured program model for the effective use and enhancement of sensory spaces in each playroom.

Advocacy and Community Connections

- Act as an advocate for families by connecting them to family-specific and parenting resources, while collaborating with Crisis Intervention Workers (CIWs) to ensure individual needs such as housing, legal, and medical support are addressed.
- Liaise with community partners to provide culturally sensitive programming and support services.
- Assist families in navigating systems such as Child and Family Services when needed.

Household and Operational Duties

- Participate in daily shelter operations, including meal preparation, cleaning, and organizing child play areas.
- Maintain a safe and sanitary environment in the shelter, including outdoor spaces and communal areas.
- Report maintenance and repair needs promptly to ensure a safe living environment.

Collaboration and Coordination

- Work closely with other shelter staff, including Crisis Intervention Workers, to ensure alignment in family case management and avoid duplication of efforts.
- Participate in regular case management meetings to coordinate support plans, share updates, and discuss strategies for meeting family needs effectively.
- Collaborate with colleagues to ensure consistency in programming, resource allocation, and service delivery across both WIN 1 and WIN 2 shelters.
- Contribute to a cohesive team environment by maintaining open communication and supporting shared goals for family well-being.

Documentation and Administration

- Maintain accurate, professional, and timely documentation of client interactions and case progress.
- Complete reports and ensure compliance with agency standards and legislative requirements.
- Participate in regular supervision, staff meetings, and professional development opportunities.

Who You Are

Qualifications & Experience includes:

- Degree in Child & Youth Care, Social Work, Early Childhood Education, or a related field.
- Minimum of three years of experience working with families and children, including at least one year of direct experience with children.
- Experienced in facilitating groups for both adults and children, with a strong background in designing and implementing curriculum tailored to diverse learning needs.
- Current First Aid and CPR certification.
- Valid Class 5 driver's license and access to a personal vehicle with proper insurance, or ability to drive WIN House fleet vehicles as required.
- Experience in trauma-informed care, safety planning, and harm reduction practices.
- Familiarity with attachment theory, family systems theory, FLIGHT framework, and culturally sensitive approaches.
- Familiarity with gender-based violence, family violence, and feminist approaches to service delivery.
- Proficiency in case management systems, and basic computer applications.
- Skilled in developing structured programming, utilizing evidence-based approaches, and creating supplementary materials such as workbooks to enhance engagement and learning.
- Proven ability to facilitate group discussions.
- Adept at fostering safe, inclusive environments that promote meaningful discussions, skill-building, and personal growth.

The Details

This position is available across all shelters, with an immediate start date. This position will report to the Shelter Manager of WIN I. It falls within the scope of the collective agreement with CUPE Local 3341. Standard hours of work are 8:00 A.M. to 4:00 P.M. from Monday to Friday, with flexibility as needed to support the operational requirements of the organization. The starting hourly wage is \$26.94 as per conditions outlined in the Collective Agreement.

Prerequisites

The successful candidate will be required to submit a Criminal Record Check including a vulnerable sector check, a current Child Welfare Intervention check, hold a current First Aid Certificate, and must be willing to sign an Oath of Confidentiality.



How to Apply

Please submit applications to hr@winhouse.org by March 11, 2025.

We thank all applicants for their interest, however, only those shortlisted will be contacted.

WIN House is committed to making diversity, equity, and inclusion a central part of everything we do – from how we deliver services to how we build our teams. We strive to have a workforce that is representative of those we serve, and of our communities. We encourage applications from all qualified applicants including women, disabled people, Black, Indigenous, People of Color, people from the 2SLGBTQIA+ community, and other equity-seeking groups. If you require accommodation during the application process, please reach out to hr@winhouse.org.

WIN House operates in several locations throughout Amiswacîwâskahikan on Treaty 6 territory, the territory and gathering place of diverse Indigenous peoples including the Papaschase, Cree, Nakota Sioux, Dene, Ojibway, and many others, and the homeland of the Métis Nation.