

COLLECTIVE AGREEMENT

between

**CANADIAN UNION OF PUBLIC EMPLOYEES
LOCAL 5241**



- and -

STRATHCONA SHELTER SOCIETY LIMITED



Effective April 1, 2018 – March 31, 2021



Canadian Office and Professional Employees

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PREAMBLE

The purpose of this Agreement is to:

- (1) Maintain and improve a harmonious, cooperative relationship between the Employer and the Union;
- (2) Provide an amicable, efficient means of settling differences which may arise between the Employer and the Union;
- (3) To recognize the mutual value of joint discussions and negotiations in all matters pertaining to working conditions, employment, services, etc.
- (4) Promote the mutual interest of the Employer and Union;
- (5) Promote the morale, well being and security of all Employees in the bargaining unit of the Union.

ARTICLE 1 – MANAGEMENT RIGHTS

- 1.01 The Union recognizes that it is the right of the Employer to exercise the regular and customary function of the Employer and to direct the working forces, subject to the terms of this agreement. The question of whether any of these rights is limited by this agreement shall be decided through the grievance and arbitration procedure.

ARTICLE 2 – RECOGNITION AND APPLICATION

- 2.01 The Employer recognizes the Union as the sole and exclusive agent for all Employees included within the scope of Certificate 77-2015, issued by the Labour Relations Board of Alberta, except the Business Coordinator, Volunteer Coordinator, Administrative Assistant, Accountant, Marketing and Resource Development Coordinator, and Director Shelter Program.
- 2.02 This Agreement applies to an Employee appointed to a permanent full-time, and part-time position, (as defined in Article 16 herein). Except where otherwise stated, this Agreement shall be applied on a pro-rata basis to part-time Employees, based on number of hours worked.
- 2.03 Persons whose jobs (paid or unpaid) are not in the bargaining unit shall not work on any jobs, which are included in the bargaining unit, except in cases mutually agreed upon in writing by the Parties.

ARTICLE 3 – NO DISCRIMINATION

- 3.01 The Employer and the Union agree that there shall be no discrimination against Employees by reason age, race, colour, religion, creed, sex, sexual orientation, pregnancy, physical disability, mental disability, illness or disease, ethnic, or

national or aboriginal origin, family status, marital status, source of income, political belief, affiliation or activity, membership in a professional association, business or trade association, Employers' organization or Employees' organization, physical appearance, residence, or the association with others similarly protected, or membership, non-membership, or activity in the Union.

- 3.02 Article 3.01 as it relates to age, sexual orientation and marital status does not affect the operation of any retirement or pension plan or the terms and conditions of any group or Employee insurance plan under this Agreement.
- 3.03 Article 3.01 does not apply with respect to any Employer action based on a bona fide occupational requirement.
- 3.04 The parties agree to make efforts to accommodate disabled Employees.

ARTICLE 4 – HARASSMENT

4.01 Personal Harassment

Harassment means engaging in a course of vexatious comment or conduct that is known or ought reasonably to be known to be unwelcome. Harassment can be either psychological or physical or it can be a combination of both. It is any behaviour, whether deliberate or negligent, which denies individuals their dignity and respect, is offensive, embarrassing or humiliating to the individual and adversely affects the working environment.

4.02 Sexual Harassment

- a) Definition: Sexual harassment shall be defined as any sexually oriented practice that undermines an Employee's health, job performance, or workplace relationships or endangers an Employee's employment status or potential. Sexual harassment shall include, but not be limited to:
 - (i) Unnecessary touching or patting;
 - (ii) Suggestive remarks or other verbal abuse;
 - (iii) Leering at a person's body;
 - (iv) Compromising invitations;
 - (v) Demands for sexual favours;
 - (vi) Physical assault.
- b) The Employer agrees to develop, jointly with the Union, a policy against sexual harassment and make all management personnel and Employees aware that violations of the policy shall be subject to disciplinary action. The Employer also agrees to include the subject of sexual harassment in staff or management training sessions.

- c) Cases of sexual harassment shall be considered as discrimination and shall be eligible to be processed as grievances.
- d) Where the alleged harasser is the person who would normally deal with the first step of such grievances, the grievance will automatically be sent forward to the next step.
- e) No information relating to the grievor's personal background, life style or mode of dress will be admissible during the grievance or arbitration process.
- f) The Employer recognizes the principle that it is her responsibility to maintain a discrimination-free workplace. Therefore, where sexual harassment has been proven, an Arbitration Board will have the additional power to levy a penalty on the Employer.

ARTICLE 5 – NO STRIKE / LOCKOUT

- 5.01 The Employer will not, during the term of this Agreement, cause, threaten or engage in any lockout contrary to the Labour Relations Code of Alberta (or equivalent future legislation).
- 5.02 Neither the Union, representative of CUPE nor any of the Employees will, during the term of this Agreement, cause, threaten or engage in any strike contrary to the Labour Relations Code of Alberta (or equivalent future legislation).
- 5.03 The terms "strike" and "lockout" in this Agreement have the same meaning as they do in the Labour Relations Code of Alberta (or equivalent future legislation).

ARTICLE 6 – UNION MEMBERSHIP

- 6.01 Membership in the Union shall be voluntary for all Employees employed as of March 9, 2012.
- 6.02 Membership in the Union shall be compulsory for all Employees hired after March 9, 2012. New Employees shall, as a condition of employment, join the Union within thirty (30) days of commencing employment and remain members in good standing.

ARTICLE 7 – UNION DUES

- 7.01 The Employer shall deduct during each scheduled pay period, the amount of Union dues and assessments assessed or levied by the Union for all Employees from time to time.
- 7.02 The Employer shall remit Union dues deducted from the pay of all Employees to the National Secretary-Treasurer of the Canadian Union of Public Employees by

the first (1st) working day after the fifteenth (15th) calendar day in the following month. Where an accounting adjustment is necessary to correct an over or under payment of dues, it shall be effected in the succeeding month. The deductions remitted shall be accompanied by particulars identifying each Employee in a printed form showing classification, amount of Union dues deducted, name and last known address, with a copy to be sent to the local Secretary-Treasurer of the Union.

- 7.03 The Union shall advise the Employer, in writing, of any change in the amount of dues to be deducted from the Employees covered by this Agreement. Such notice shall be communicated in writing to the Employer's Accountant at least thirty (30) days prior to the effective date of the change.

ARTICLE 8 – ORIENTATION OF NEW EMPLOYEES

- 8.01 The Employer agrees to acquaint prospective Employees who are granted an interview with the fact that a Union Agreement is in effect and with the conditions of employment set out in Articles dealing with Union Security and Dues Check-Off.
- 8.02 On commencing employment, the Employer will permit the Union Steward an opportunity to introduce herself to a new Employee and to provide the new Employee with a copy of this Agreement.

ARTICLE 9 – UNION REPRESENTATIVES

- 9.01 The Employer shall not bargain with or enter into any Agreement with an Employee or group of Employees in the bargaining unit. No Employee shall be required or permitted to make any written or verbal agreement with the Employer or her representatives, which may conflict with the terms of this Collective Agreement.
- 9.02 The Union will supply the Employer with the names of its Officers and Stewards. Likewise, the Employer shall supply the Union with a list of its administrative and management personnel with whom the Union may be required to transact business. No individual Employee or group of Employees shall undertake to represent the Union at meetings with the Employer without proper authorization from the Union.
- 9.03 The Union shall have the right to have the assistance of representatives of the Canadian Union of Public Employees or any other advisors when dealing or negotiating with the Employer. Representatives of the Union or other advisors must obtain the prior permission of the Executive Director before attending upon the Employer's premises. Permission shall not be unreasonably withheld.
- 9.04 Any Employee who is a representative of the Union, shall have the right to attend the following meetings scheduled by the Employer during working hours with remuneration:

- **Labour Management Meetings**
- **Health, Safety & Security Meetings and;**
- **Any meetings scheduled under Articles 8.02 and 12.02.**

The Union shall have the right to have a CUPE National Representative at these meetings as well.

ARTICLE 10 – GRIEVANCE PROCEDURE

10.01 A grievance for the purposes of this Agreement is any difference arising as to the interpretation, application, operation, contravention or alleged contravention of this Agreement.

It is the desire of the parties to this Agreement that disputes be settled promptly. An Employee who feels she has a grievance should first attempt to resolve it with a Supervisor.

10.02 At each step of the grievance procedure the Grievor shall have the right to be present and shall have the right to elect to involve a representative of the Union.

10.03 In this Article and Article 11, the word "days" means consecutive calendar days, excluding Saturdays, Sundays and holidays named in Article 19 of this Agreement.

10.04 Up to two (2) Union Officer(s) or Shop Steward(s) shall be entitled to leave work during regular working hours to process grievances, up to and including arbitration, with no loss of pay. Permission to leave work during working hours for such purposes shall first be obtained from the Director or Executive Director, but permission shall not be unreasonably withheld.

10.05 STEP 1

Either party may serve notice, in writing, on the other to commence the formal grievance procedure.

An aggrieved Employee or the Union shall present a grievance in writing to the Executive Director or her designate within ten (10) days from the occurrence of the incident giving rise to the grievance. The grievance shall specify the nature of the complaint, Articles of this Agreement alleged to have been violated and redress sought. The Executive Director or her designate shall arrange a meeting to hear the grievance within ten (10) days receipt of the grievance.

The Executive Director or her designate shall reply in writing within ten (10) days of the meeting at Step 1.

10.06 STEP 2

If the grievance is not settled at Step 1, the Union and the aggrieved Employee shall present the grievance in writing to the Chair of the Board of Directors within

ten (10) days of receipt of the Executive Director's reply. The Grievance Committee of the Board of Directors shall meet to hear the grievance within ten (10) days of its receipt at Step 2, and shall reply to the grievance in writing within ten (10) days of the meeting at Step 2.

10.07 STEP 3

If the grievance is not settled at Step 2, the Union may refer the grievance to arbitration by written notice to the Employer, within ten (10) days of receipt of the reply of the Grievance Committee of the Board of Directors.

- 10.08 A policy grievance may be initiated by the Union or by the Employer where the dispute involves a question of general application or interpretation of the Agreement. Except to avoid a multiplicity of like grievances, a policy grievance shall not include any matter that could have been the subject of an individual grievance.
- 10.09 The Union or the Employer shall present a policy grievance in writing at Step 1 of the Employee grievance procedure as set out herein, within ten (10) days of the occurrence of the incident giving rise to the grievance. Remaining provisions of the Employee grievance procedure will apply to the policy grievances. In the case of an Employer grievance it shall be presented to the President of the Union.
- 10.10 Time periods at any step of the grievance procedure may be extended if mutually agreed to in writing. Requests for extensions will not be unreasonably withheld.
- 10.11 Requirements for grievance meetings may be waived if mutually agreed to in writing.
- 10.12 If the Union represents an Employee in a grievance, the Employer shall not enter into negotiations to settle the grievance, either directly or indirectly with the aggrieved Employee, without the consent of the Union. The Union shall not be bound by any settlement to which it is not a party.
- 10.13 The Employer shall provide meeting facilities for any grievance meeting.
- 10.14 Any mutually agreed changes to this Agreement shall form part of this Agreement and are subject to the grievance and arbitration procedure.
- 10.15 All procedures and time limits set out in this Article are mandatory. In the event a grieving party fails to process a grievance within the time limits and in accordance with the procedures set forth herein, the grievance shall be considered finally resolved and abandoned. In the event a party responding to a grievance fails to reply to a grievance at any step within the time limits set forth herein, then the grievance shall be advanced to the next step forthwith.

ARTICLE 11 – ARBITRATION

- 11.01 The two (2) nominees to the Board of Arbitration shall attempt to agree upon a Chairman of the Board of Arbitration within five (5) days of the last nominee's appointment.
- 11.02 In the event either party fails to appoint a nominee within the time permitted by this Article, or the nominees fail to appoint a Chairman within the time permitted by this Article, then either party may apply to the Director of Mediation Services, Alberta Labour, to appoint a nominee or Chairman, as the case may be.
- 11.03 Each party will bear the expenses of its nominee to the Board of Arbitration; the parties will share equally the fees and expenses of the Chairman.
- 11.04 If both parties agree in advance, any grievance may be referred to a single arbitrator for resolution in lieu of a three (3) member arbitration board.
- 11.05 Time limits in this Article may be extended, but only by mutual agreement in writing.
- 11.06 All procedures and time limits set out in this Article are mandatory. In the event a grieving party fails to appoint its nominee within the time limit and in accordance with the procedure set forth herein, the grievance shall be considered finally resolved and abandoned. In the event the party responding to a grievance fails to reply by appointing its nominee, or the two (2) nominees fail to appoint a chairman within the time limits set forth herein, then the grievance shall still proceed to arbitration and either party can elect to call for an appointment under Article 11.02.
- 11.07 Probationary Employees shall not have recourse to this arbitration procedure, nor may the Union pursue arbitration on their behalf.

ARTICLE 12 – DISCIPLINE

- 12.01 The Employer will discipline Employees only for just cause. The burden of proof of just cause will rest with the Employer. The Employer recognizes the value of progressive discipline and where appropriate will provide Employees with written warnings and recommendations for improvement before pursuing more serious disciplinary action.
- 12.02 An Employee who is to be interviewed by the Employer on a matter of discipline or an investigation that could result in discipline, the Employee will be given the opportunity to be accompanied by a Shop Steward or other Union representative.
- 12.03 The employer shall provide the Employee and Union with reasonable advance notice in writing of the interview. The notice shall include the purpose, time and place of the interview.
- 12.04 Employees shall be advised in writing when disciplinary action is taken against them. The reasons for such action and a copy of such correspondence will be

placed on the Employee's personnel file and a copy shall be sent to the Employee. A copy shall be sent to the Union within five (5) days of the disciplinary action being taken.

- 12.05 An Employee who has been disciplined shall have her personnel file purged of letters of counsel or records of discipline after twelve (12) months providing that during the period no further records of discipline have been issued. Employees shall receive copies of any records of discipline.
- 12.06 Access to an Employee's personnel file shall be provided upon written request during normal office hours to the Employee or in the event of a grievance. If requested, the Employee may have a representative of the Union present when reviewing the personnel file.
- 12.07 No disciplinary documents from a personnel file shall be relied upon or entered as evidence in any grievance or arbitration proceeding unless the Employee and the Union have received a copy in accordance with Article 12.04 of this Agreement.

ARTICLE 13 – SENIORITY AND PROBATION

13.01 Seniority

"Seniority" for regular full-time and part-time Employees is defined as the length of continuous service in the bargaining unit, from date of hire. Continuous service with the Employer prior to certification of the Union shall be included in measuring seniority. Seniority shall operate on a bargaining unit wide basis. An Employee's seniority date shall be continued during a Leave of Absence paid by the Employer.

A casual Employee achieving a regular position shall have seniority credited back to the Employee's number of hours worked from the date of hire as a casual Employee provided there was no break in service of three (3) months or more.

13.02 Loss of Seniority

All accumulated seniority shall be lost and the employment relationship terminated in any of the following events:

- (i) discharge for just cause, without reinstatement;
- (ii) resignation;
- (iii) layoff in excess of twenty-four (24) months.

13.03 Probation

All new full-time Employees covered by this Agreement shall serve a probationary period of 480 hours worked from date of hire.

All new part-time Employees covered by this Agreement shall serve a probationary period of 480 hours worked from date of hire.

13.04 The probationary period may be extended by the Employer for an additional 160 hours of work.

13.05 Orientation and Appraisal

Probationary Employees will be provided with training and orientation for the duties of their job classification.

Probationary Employees will be provided with feedback of their performance regularly and will be informed of their progress or any deficiencies in performance.

If, in the opinion of the Employer, a new Employee on probation is found to be unsatisfactory, she/he may be terminated without notice.

ARTICLE 14 – PROMOTIONS AND TRANSFERS

14.01 Posted Vacancies

When the Employer elects to create and fill a new position, the Employer shall post a notice of the position(s) on bulletin boards at each work site for seven (7) days and email all Employees. A copy of the notice shall be issued to the Union. All external postings shall be posted on bulletin boards.

14.02 **All temporary vacancies created by an Employee's absence that are expected to exceed 6 months, will be posted concurrently, with preference given to qualified internal candidates.**

14.03 In making appointments to new or vacant positions within the jurisdiction of the bargaining unit, it is agreed that where the required qualifications of two (2) or more applicants are approximately equal, seniority shall govern.

14.04 In assessing the required qualifications of applicants, the Employer shall consider each individual's experience, abilities, skills and knowledge for the vacant position. Such qualifications may not be established in an arbitrary or discriminatory manner.

14.05 An Employee selected to fill a new or vacant position in a different classification shall be notified if they are required to serve a trial period. This trial period may be up to ninety (90) calendar days and will commence on the first day of work in the new position. At any time during, or at the conclusion of the trial period, and at the election of the Employee, the Employee may request to return to the position she occupied prior to her appointment. Any other Employee promoted

or transferred because of the Employee's initial appointment shall also be returned to her former position.

- 14.06 Consideration for promotion or transfer may be given to the senior applicant who may not possess the required qualifications, but who will obtain the required qualifications within a reasonable period of time as specified by the Director. An Employee who is promoted or transferred pursuant to this provision and who subsequently fails to achieve the required qualifications within the prescribed time period may, at the sole discretion of the Employer and without access to the grievance procedure, be returned to her former position.
- 14.07 Within seven (7) calendar days of the date of appointment to a vacant position, the name of the successful applicant shall be posted in the Employer's business office and on one (1) bulletin board in each other facility. The Employer shall notify the Union within seven (7) days in writing of all promotions, demotions, hiring, layoffs, transfers, recalls, resignations, retirement, deaths or other terminations of employment, in respect of all Employees covered by this Agreement.

ARTICLE 15 – LAYOFF AND RECALL

15.01 Layoffs

Subject to clause 15.03, in the event of layoffs, Employees shall be laid off in reverse order of their bargaining unit wide seniority.

The Employer shall issue layoff notices to the Employee's in affected positions and classifications twenty-one (21) days in advance of the intended date of layoff or provide payment of wages in lieu.

15.02 Displacement

Upon receipt of a layoff notice an Employee shall have the option to displace a less senior Employee in same classification or another classification provided the Employee is qualified.

15.03 Recall

- (a) Recall shall be in order of seniority. Recall rights shall extend to those permanent Employees laid off. Recall shall be to the Employee's former position and former full-time equivalency (FTE) and pay step that would have been achieved had the Employee not been laid off.
- (b) New Employees shall not be hired until laid off permanent Employees with recall rights have been given the opportunity to be recalled in whole, or in part.

An Employee accepting a position having a FTE less than her former position shall maintain her recall rights to a position with the equivalent FTE of her former position.

In the event an Employee's former position is not reinstated, the Employee shall be offered an available equivalent permanent position, for which she is qualified. The decision as to whether an Employee is qualified shall rest with the Executive Director. Posting requirements shall be waived.

- (c) Employees with the right of recall shall be notified of all job postings prior to external postings.
- (d) Recall rights and obligations shall expire upon:
 - (i) an Employee accepting a permanent position having the same classification and equivalent FTE of her former position;
 - (ii) the expiration of twenty-four (24) months from the date of layoff and the Employee has not been recalled in whole or in part to a permanent position;
 - (iii) refusal to accept a recall to her former position;
- (e) Employees on layoff must keep the Employer informed of their current address and telephone number. Laid off Employees who fail to keep the Employer so informed, or who fail to return to work within ten (10) days of receiving notice to report, shall forfeit all recall and seniority rights under this Agreement, except that in the event of a medical or family emergency, the Employee shall be permitted an additional ten (10) days to report to work.

ARTICLE 16 – DEFINITIONS

16.01 For the purposes of this Agreement, unless the context otherwise requires:

- (a) A word used in the feminine gender applies also to the masculine.
- (b) A word used in the singular may also apply in the plural.
- (c) **"Employer"** means the Strathcona Women's Shelter Society.
- (d) **"Employee"** means an individual covered by the terms of this Agreement.
- (e) **"Full-time Employee"** means an Employee who works in a position designated as a full-time position by the Employer with regular schedule of full-time hours for her position.
- (f) **"Part-time Employee"** means an Employee who works in a position designated as a part-time position by the Employer with scheduled hours of work less than the weekly hours of a full-time Employee. A part-time Employee may also be required to be available for call-in work.

- (g) **"Permanent Employee"** is an Employee who is assigned and works regularly scheduled hours of work/shifts on a full-time or part-time basis.
- (h) **"Casual Employee"** means an Employee who works in a position designated as a casual position by the Employer and who works on a call in basis and may be scheduled on an incidental basis to cover shifts as determined by the Executive Director, Program Manager or designate.
- (i) **"Probationary Employee"** is any Employee who has not completed the probation period specified in Article 13.03.
- (j) The **"First shift of the day"** shall be that shift on which the majority of hours fall after midnight.
- (k) A **"week"** shall be defined as Sunday to Saturday.
- (l) **"Vacation"** means annual vacation with pay.
- (m) **"Layoff"** shall mean the discontinuation and/or a reduction in hours of a position due to lack of work or reduction or discontinuation of service or services. The discontinuation of services may be due to the elimination of a program or programs or to inadequate funding.
- (n) **"Continuous Service"** shall mean the period of time since an Employee's last date of hire with the Employer not interrupted by any of the events specified in Article 13.02.
- (o) **"Temporary Vacancy"** means a vacancy of a government funded position made temporarily vacant due to the absence of a permanent employee or for a specific job for a duration expected to exceed 180 days
- (p) **"Temporary Position"** means a temporary vacancy due to the absence of a Permanent Employee or is an additional position. The duration of a temporary position shall be greater than ninety (90) days and shall not exceed twenty-four (24) months.
- (q) **"Pay Period"** shall be defined as the 1st to 15th and 16th to the end of the month concurrent with time sheet dating.
- (r) **"Union"** means the Canadian Union of Public Employees, Local 5241.
- (s) **"Union Representative/Steward"** means an Employee who is elected or appointed by the Employees covered by this Agreement to act on their behalf.

ARTICLE 17 – HOURS OF WORK, SCHEDULES AND SHIFT PREMIUMS

17.01 Guiding Principles It is understood and agreed that hours of work must provide for continuous operations and Employees may be required to work various shifts

throughout the twenty-four (24) hour period of the day and the seven (7) day period of the week.

17.02 Normal hours of work shall be eight (8) hours per day or an average of forty (40) hours per week, for full-time Employees.

17.03 **Schedules** The Employer shall schedule days off for full-time Employees consecutively except where they work a non-standard work-week schedule.

17.04 **Posting of Shift Schedules** Work schedules covering up to four (4) weeks, will be posted two (2) weeks in advance. Employee requests for specific days off must be submitted to the administrator at least one (1) week in advance of the schedule posting. Any changes to a shift schedule must be approved by the Employer.

17.05 **Schedule Changes** This provision shall apply when an Employee does not agree to a change in shift schedule and is directed to work the shift with less than seven (7) calendar days notice. The Employee shall be compensated at one and one half (1.5) times the regular rate of pay as follows:

- (i) for all hours worked on the first shift of the changed schedule when the scheduled days of work are changed;
- (ii) for all hours worked when the shift start time is altered, the above rate shall apply to the difference between the regular start time and the altered start time.

17.06 The foregoing shall not apply to casual or part-time Employees outside their scheduled hours.

17.07 There shall be no split shifts during the term of this collective agreement.

17.08 **Staff Meetings and Training** The Employer recognizes that it has a responsibility to encourage the development of Employee capability. To this end, the Employer agrees to hold regular staff meetings which are mandatory and paid time for permanent Employees. Staff meetings are optional and paid for other staff per Article 18 – *Overtime*. Staff meetings for Employees that have worked either the night shift prior to a meeting or the night shift following a meeting are optional and paid as per Article 18 – *Overtime*.

17.09 When the Employer cancels a shift with less than three (3) hours notice, the Employee shall be compensated for the wages lost for the entire shift.

17.10 On shifts that are up to four (4) hours and fifty nine (59) minutes or less, the Employer recognizes one (1) fifteen (15) minute paid break. On shifts that are five (5) hours or more the Employer recognizes two (2) fifteen (15) minute paid break and one (1) thirty (30) minute paid meal break.

17.11 The Employer shall arrange shifts in such a way that there is a fifteen (15) minutes overlap between shifts of Counsellors in order for them to exchange information. This requirement shall not apply on holidays recognized under

Article 19 – *General Holidays* of this Agreement, nor in the event of emergency, unscheduled absence, or other unplanned event.

- 17.12 An Employee may trade shifts with another equally qualified Employee provided that five (5) business days written notice is given to the Director, and that no additional costs are required and operational requirements are permitting.
- 17.13 An Employee shall be provided a minimum of eight (8) hours rest between shifts by the Employer. The Employee may choose to work extra hours.
- 17.14 Employees who report for any scheduled shift will be guaranteed at least four (4) hours of work, or if no work is available, will be paid at least three (3) hours except when work is not available due to conditions beyond the control of the shelter.
- 17.15 For the purposes of assessing and maintaining proficiency, the Employer may require any Employee who is not scheduled to work day shifts, to work at least one (1) calendar week on a day shift each year. The Employer shall provide at least two (2) weeks notice of such change. The Employer shall attempt to schedule these shift changes in conjunction with the Employee's annual vacation.
- 17.16 **Call Sheet** The Employer will maintain a consistent procedure for the call-in of employees to perform work made available as a result of sickness, injury, vacation, holiday, personal leave of absence etc.
- 17.17 **Premium for Counsellor Working Alone** The Employer recognizes that in order to achieve the objectives, goals and the level of services provided to clients, that two (2) Counsellors shall be scheduled to be on duty at all times. The Employer will make all reasonable efforts to find a replacement Counsellor. In the event that there are no other Counsellors and the Counsellor works their shift alone (excluding rest periods, shift changes and medical appointments) they shall receive a premium of six (\$6.00) dollars an hour, for each hour of the shift worked.

ARTICLE 18 – OVERTIME

- 18.01 Overtime shall be defined as time worked in excess of regularly scheduled hours in accordance with the provisions of Article 17.02.
- 18.02 All overtime must be authorized in advance by the Employer except for:
- a) Employee for next shift has not shown up for work or is late coming into work.
 - b) Client with special needs that only this particular Employee can meet i.e. language.
 - c) Employee is out of the shelter with a client and cannot get back in time.

- d) The Employer requests an Employee to work additional hours. In which case, the Employer will provide the authorization
- 18.03 The Employer shall determine when overtime is necessary and for what period of time it is required.
- 18.04 The rate for overtime premium shall be one point five (1.5) of the Employee's hourly rate of pay.
- 18.05 Employees required to work overtime shall be permitted time to make personal arrangements to accommodate the overtime period.
- 18.06 **Part-time Employees** Part-time Employees shall be eligible for overtime only after working more than the regular full-time hours of their classification.
- 18.07 **Casual Employees** Unless otherwise agreed to between the Union and the Employer, overtime premium shall be paid for all hours worked in excess of:
- i) 44 (forty-four) hours per week.
 - ii) or ten (10) hours per shift.
- 18.08 The Employee shall receive payment on the 15th and last day of the month.

ARTICLE 19 – GENERAL HOLIDAYS

19.01 The Employer recognizes the following as paid holidays:

New Year's Day	Family Day
Good Friday	Thanksgiving Day
Remembrance Day	Easter Monday
Christmas Day	Victoria Day
Boxing Day	Canada Day
Labour Day	Heritage Day

NOTE: Easter Monday shall be effective as of April 1, 2013.

NOTE 2: In addition to the foregoing General Holidays, Employees who are in the employ of the Employer on a full-time and part-time basis on April 1, 2014 shall be granted an additional holiday as a Floater Holiday. The Floater Holiday will be scheduled at a time mutually agreed upon between the Employer and Employee. If the holiday is not taken by the last day of December in any given year, the Employee shall receive payment for such day at her Basic Rate of Pay.

- 19.02 When a General Holiday falls on a day that would otherwise have been a work day, the Employee receives the day off and shall also receive her basic rate of pay for her regular scheduled hours.
- 19.03 When a General Holiday falls on a full-time Employee's regularly scheduled day off the Employee shall receive another day off with pay at her election within thirty (30) calendar days of the General Holiday, or failing mutual agreement she will be paid at her basic rate of pay at her regularly scheduled hours.
- 19.04 If a recognized General Holiday occurs during an Employee's vacation, she shall count that day as a statutory holiday not a vacation day.
- 19.05 General holiday on a part-time Employee's scheduled day off: When a General Holiday falls on a part-time Employee's scheduled day off, if in at last five (5) of the nine (9) weeks preceding the work week in which the holiday occurs the Employee had worked on the same day of the week on which the General Holiday is to be considered a normal working day. The Employee will the receive another day off with pay at a mutually agreeable time within thirty (30) calendar days of that holiday, or failing mutual agreement, will be paid her basic rate of pay for her regularly scheduled hours
- 19.06 **Employees required to work:** When an Employee is required to work on a General Holiday, the Employee will be entitled to receive one and a half (1.5) times her basic rate of pay for all hours worked. In addition, the Employee will also receive another day with pay, on a mutually agreeable time within thirty (30) calendar days of that holiday, or failing mutual agreement, will be paid her basic rate of pay for her regularly scheduled hours.
- 19.07 **Casual Employees:** When a casual Employee is required to work on the General Holiday, the Employee will be entitled to receive one and a half (1.5) times are basic rate of pay for all hours worked.
- 19.08 At no extra cost to the Employer, an Employee may substitute a paid statutory holiday for an alternative day and date in recognition of the Employee's culture or religion. The Employee shall provide a standing declaration of the substitute religious or cultural holiday of choice or provide no less than one (1) month notice to the Employer. The operation of this sub clause shall not result in the Employer providing Paid Statutory Holidays in excess of the maximum number provided in this Article.

ARTICLE 20 – ANNUAL VACATION

- 20.01 **Vacation Year** The vacation year shall be the same as the Calendar year, from January 1st to December 31st.
- 20.02 **Vacation Entitlement** All vacation must be first earned and accrued during the previous vacation year and shall be calculated for Employees as set out below.

20.03 Full-time Employees Full-time Employees shall receive annual vacation with pay as follows:

After one (1) year of continuous service	Three (3) week period	For a total of 120 hours of pay
After five (5) years of continuous service	Four (4) week period	For a total of 160 hours of pay
After nine (9) years of continuous service	Five (5) week period	For a total of 200 hours of pay
After sixteen (16) years of continuous service	Six (6) week period	For a total of 240 hours of pay

20.03.01 If a full-time Employee does not work all the days she would normally have been scheduled to work for the year, except for periods of paid approved leave, then the Employee's vacation entitlement for the year shall be reduced proportionately, according to the number of days that the Employee was expected to work, but did not.

20.04 Part-time Employees Part-time Employees shall receive annual vacation pay on their regular hours worked and shall be calculated in accordance with the following formula.

20.04.01 All hours paid at the basic rate of pay in effect at the time the hours were earned and multiplied by the applicable rate of:

- (i) Six percent (6%) during the first (1st) to fifth (5th) continuous years of employment and shall be expressed in paid hours;
- (ii) Eight percent (8%) during the sixth (6th) to thirteenth (13th) continuous years of employment and shall be expressed in paid hours;
- (iii) Ten percent (10%) during the fourteenth (14th) and subsequent continuous years of employment and shall be expressed in paid hours.

Employees shall receive vacation pay on all extra hours worked on each pay cheque. The percentage shall be based on years of continuous employment as per the above formula.

20.05 Part-time Employees shall be permitted periods of vacation leave, without pay, as follows:

- (i) three (3) weeks after one (1) year of continuous service;
- (ii) four (4) weeks after five (5) or more years of continuous service;
- (iii) five (5) weeks after fourteen (14) or more years of continuous service;

20.06 Casual Employees In lieu of all other entitlements in this Article, Casual Employees shall be paid vacation pay equivalent to four (4%) percent of total regular earnings, excluding any overtime, holiday or vacation pay, for each pay period, with each pay cheque. This entitlement shall increase to six (6%) percent of total regular earnings, after five (5) years of continuous service. For the purposes of this Article, a year of service shall be calculated as being two thousand and eighty hours (2080) Casual Employees shall be permitted periods of vacation leave, without pay, as follows:

- (i) three (3) weeks after one (1) year of continuous service;
- (ii) four (4) weeks after five (5) or more years of continuous service;
- (iii) five (5) weeks after fourteen (14) or more years of continuous service.

20.07 Vacation Bids and Awards During each vacation year there shall be two (2) vacation bids, which shall award Employees their preferred vacation periods in order of seniority.

- 20.07.01 Employees shall have the choice of splitting their vacation over the two (2) periods, or take their full vacation in either period.
- 20.07.02 When Employees choose to split their vacation over two (2) periods, they must bid a minimum of one (1) week, worth forty (40) hours of vacation credit pay.
- 20.07.03 To facilitate the bidding process the Employer shall provide Employees with Vacation Bid forms.

20.08 First Vacation Bid During the first bid, Employees shall bid for, and be awarded, vacation periods from June 1st until September 30th.

- 20.08.01 The first vacation bid shall open at 9:00 AM on April 1st and shall close at 5:00 PM on April 15th of each year. The Vacation Bid Awards shall be posted no later than 1:00 PM on April 30th of each year.

20.09 Second Vacation Bid During the second bid, Employees shall bid for, and be awarded, vacation periods from October 1st until May 30th.

- 20.09.01 The second vacation bid shall open at 9:00 AM on August 1st and shall close at 5:00 PM on August 15th of each year. The Vacation Bid Awards shall be posted no later than 1:00 PM on August 30th of each year.

20.10 Employees, who fail to bid, will be assigned to any remaining vacation periods on a first come basis. Seniority shall not be a factor.

- 20.11 Once awarded, vacation periods will not be altered by the Employer except in the case of a national or provincial emergency or by mutual agreement of the Employee.
- 20.12 An Employee terminating employment prior to using her annual vacation entitlement shall be entitled to a proportionate amount of vacation pay in lieu of such vacation upon termination.
- 20.13 If a full-time Employee does not work all the days she would normally have been scheduled to work for the year, except for periods of approved paid leaves, then the Employee's vacation entitlement for the year shall be reduced proportionately, according to the number of days that the Employee worked.
- 20.14 Employees will be able to carry forward up to forty (40) hours of vacation time to be used the following year.

ARTICLE 21 – SICK LEAVE

- 21.01 (a) "Sick Leave" means the period of time an Employee is absent from work with full pay by virtue of being ill or disabled, illness of the Employee's child, exposed to a contagious disease, or under examination or treatment of a physician, chiropractor, or dentist, or because of an accident for which compensation is not payable under the Worker's Compensation Act.
- A child is defined by the policies of the Employer's current Health Benefit's Plan carrier.
- (b) Full-time Employees shall accrue Sick Leave at the rate of eight (8) hours for every month worked for a total of ninety-six (96) hours in a year. Employees are eligible to carry forward thirty-two (32) hours of unused sick leave at the end of each year for use in the next year.
- (c) Part-time Employees shall accrue Sick Leave at the same rate as full-time Employees on a pro rated basis determined by a direct comparison of their regularly scheduled hours of work as compared to a full-time Employee regularly works forty (40) hours per week and part-time Employees are eligible to carry forward thirty-two (32) hours of unused sick leave at the end of each year for use in the next year.
- (d) Casual Employees are not eligible for sick leave.
- (e) Employees on probation shall accumulate Sick Leave while on probation but will not be able to use them while on probation.
- (f) At no time shall accrued vacation leave be used when an Employee has no sick leave credits available unless requested by the Employee.
- (g) The Employer may require satisfactory medical proof in the form of a medical certificate to substantiate any claim for Sick Leave in excess of

three (3) days. The Employer shall reimburse the full cost of the medical certificate with proof of receipt.

- (h) When a recognized holiday under Article 19 occurs during a period of Sick Leave, it shall be considered a day of Sick Leave. Under no circumstances shall an Employee be entitled to both Sick Leave and holiday pay for the same day

ARTICLE 22 – LEAVES OF ABSENCE

22.01 Union Leave Upon written request to the Employer, an Employee elected or appointed to represent the Union at convention, schools or seminars, shall be allowed leave of absence without pay and benefits, provided reasonable operational requirements permit.

22.02 An Employee shall receive the pay and benefits provided for in this Agreement when on unpaid leave of absence for Union work. However, the Union shall reimburse the Employer for all pay and benefits payable to the Employee by the Employer during the period of absence. Seniority shall accumulate during Union leave and the leave shall be considered as continuous service. The Employer shall invoice the Union for Union leave costs every thirty (30) days, and the Union shall pay such costs within thirty (30) days of receipt of the invoice.

22.03 Personal Wellness Leave After one (1) year of service, Employee shall accumulate Personal Wellness Leave, and will have access to accumulated Personal Wellness credits to a maximum of forty (40) hours per calendar year as Personal Wellness. The following conditions shall apply:

- (a) A medical certificate will not be required.
- (b) The Employee shall provide the Employer at least two (2) days written notice of the leave. It is understood that the Employee will have greater probability of being granted the time off if the Employee provides notice of more than two (2) days to ensure that a suitable replacement Employee can be found.
- (c) The leave will be granted or denied based on operational needs, however such leave shall not be unreasonably withheld.
- (d) Such leave will not be combined with any other leave.
- (e) Two (2) Personal Wellness days may be taken consecutively. The total number of hours from the shifts missed shall be deducted from the Employees forty (40) Personal Wellness Hours.

22.04 Bereavement Leave A leave of absence of up to three (3) days with pay is permitted upon the death of an Employee's spouse (includes common-law partner), parents and children of the Employee or spouse (including daughters-in-law, sons-in-law, mother-in-law, and father-in-law), siblings, grandchildren and grandparents.

- 22.05 **Bereavement Leave Extended Family** Bereavement leave for one (1) day shall be granted for the Employee's extended family including; aunt or uncle, niece or nephew, first cousin. Additional leave may be requested by an Employee and may be granted with or without pay by the Employer.
- 22.06 **Mourner Leave – Passing of a Union Member** Upon reasonable notice, and where operational requirements permit, one-half (0.5) day leave shall be granted without loss of pay to permit an Employee to attend a funeral of another Union member who has passed, as a pallbearer or mourner. Where the family of a deceased Employee requests pallbearers from the Union, the Employer shall grant the necessary leave without loss of pay for up to six pallbearers. An Employee cannot claim both Bereavement Leave and Mourner Leave in relation to the same instance.
- 22.07 **Maternity Parental Leave** A regular Employee who has completed **ninety (90) days** continuous employment shall, upon her written request at least four (4) weeks in advance, be granted maternity leave to become effective **thirteen (13) weeks** immediately preceding the expected date of delivery, or such shorter period as may be requested by the Employee, provided she commences maternity/paternal leave not later than the date of delivery.
- 22.08 Maternity/paternal leave shall be without pay. For that portion of maternity leave during which the Employee has a valid health-related reason for being absent from work the Employee is eligible for sick leave or EI SUB Plan Benefits. The total period of maternity/parental leave shall not exceed **sixty-two (62) weeks** unless mutually agreed between the Employer and the Employee.
- 22.09 A regular Employee on maternity/parental leave shall provide the Employer with four (4) weeks written notice of readiness to return to work at which time the Employer will reinstate the regular Employee in the same classification held by her immediately prior to taking maternity/paternal leave and at the same basic rate of pay.
- 22.10 **Adoption Leave** A regular Employee who has completed **ninety (90) days** continuous employment, shall, upon written request, be granted leave without pay for up to **sixty two (62) weeks** as necessary for the purpose of adopting a child.
- Upon four (4) weeks written notice of intent to return to work, the regular Employee shall be re-engaged in the same classification held immediately prior to taking adoption leave and at the same rate of pay.
- 22.11 **Election Leave** Where necessary, the Employer shall grant leave without loss of pay to provide an Employee with at least three (3) consecutive hours off work, during the open hours of polls, on the day of a municipal, provincial or federal election.
- 22.12 **Jury Duty** The Employer shall grant a leave of absence without loss of seniority to Employees compelled to serve as jurors or appear as witnesses in any court. Where an Employee is compelled to serve as a juror, or to appear as a Crown witness, she shall suffer no loss of regular pay as a result. The Employee shall

provide proof of service of any subpoena or notice to attend, and of all amounts received on account of witness fees or jury duty fees (excluding payments made for travel, meal or accommodation expenses), which shall be deducted from any pay to the Employee covering the period of Court leave. Where an Employee is compelled to serve as a witness in her capacity and arising from her employment at the Shelter, she shall receive pay, including overtime where applicable, for time spent in attendance at Court. The Employee shall provide proof of service of any subpoena or notice to attend, and of all amounts received on account of witness fees, (excluding payments made for travel, meals or accommodation expenses), which shall be deducted from any pay to the Employee covering the period of Court.

- 22.13 **Personal Leave** An Employee may request an unpaid leave of absence for good and sufficient cause up to a maximum of one (1) year. Such request shall be in writing, and approval by the Employer shall not be unreasonably withheld. Seniority shall not accumulate during periods of unpaid leave of absence, nor will any Sick Leave, vacation pay, holiday pay or other benefits be payable.
- 22.14 **Educational Leave** Upon reasonable notice, the Employer may grant a permanent Employee up to one (1) full year of unpaid educational leave with no loss of seniority, providing that the education is related to the Employer's operations. The Employee shall provide the Employer with documentation from the Education Institution confirming registration of the Employee and attendance. If the Employee ceases to be enrolled in the program of study, she will inform the Employer who will then determine if the leave will continue.
- 22.15 **Emergency Leave** Time off with pay to a maximum of two (2) days per calendar year shall be granted to an Employee in situations of urgent family illness, fire, flood or similar emergency. The Employee will notify the Executive Director and will substantiate the reason by providing proof to the Employer.

ARTICLE 23 – PAYMENT OF WAGES, TRANSPORTATION ALLOWANCES & FEES

- 23.01 The Employer shall pay wages twice per month in accordance with Schedule "A" attached hereto and forming part of this Agreement. On each payday each Employee shall be provided with an itemized statement of her wages, overtime and other pay and deductions.
- 23.02 An Employee temporarily assigned by the Employer for a period of eight (8) hours or more, to a higher paying position/classification shall be paid in addition to her basic hourly rate of pay, the difference between her current rate of pay and the same step in the pay grid of the higher paid classification.
- 23.03 When an Employee is assigned temporarily by Management to a position paying a lower rate, her rate shall not be reduced. This clause shall not apply in the event of a demotion for cause, or in the event an Employee requests reclassification to a lower rated position.

- 23.04 **Use of Personal Vehicle** Employees required to use their own vehicle at the Employer's request shall be allowed fifty-five cents (\$.55) per kilometer traveled on Employer business to compensate for this usage. Upon production of a receipt, the Employer shall reimburse Employees for appropriate insurance coverage at actual cost.
- 23.05 Employees required by the Employer to attend staff development training programs, in-service training programs, workshops or meetings, shall receive pay for all time spent in attending such meetings at their applicable rate of pay with a minimum call in of three (3) hours being paid.
- 23.06 **Shift Premium** of one dollar and seventy-five cents (\$1.75) per hour will be paid in accordance with the following:
- Employees working the night shift;
 - Employees that are required to extend their regular shift and work any portion of the night shift shall receive the shift premium for all hours worked.
- 23.07 **Criminal Checks** Regular criminal checks are a condition of continued employment and must be submitted in a timely fashion. The cost of criminal checks for Employees shall be reimbursed upon submitting a receipt to the Executive Director. The cost of criminal checks will not be reimbursed to new Employee and are a condition of hire.
- 23.08 **CPR and First Aid** CPR and First Aid certification are a condition of employment and costs for regular re-certification shall be reimbursed.

ARTICLE 24 – JOB DESCRIPTIONS

- 24.01 Upon request, the Union or an Employee shall be provided with a copy of a current position description.
- 24.02 Should the Employer introduce a new classification, the following shall apply:
- 1) The basic rate of pay for the new classification shall be established by the Employer;
 - 2) The Employer shall notify the Union of the basic rate of pay and provide a position description for the new classification;
 - 3) In the event that the basic rate of pay for the new classification is not acceptable to the Union, the Union shall within thirty (30) calendar days from the date they received notification notify the Employer that they want to negotiate the basic rate of pay for the new classification;
 - 4) The Employer and the Union shall meet to negotiate the basic rate of pay for the classification;

- 5) If a satisfactory conclusion to such negotiations is not reached in accordance with Article 24.02 (3) within sixty (60) calendar days from the date the Union received the notification, then the Union shall have an additional fourteen (14) calendar days to refer, in writing, the basic rate of pay for the new classification to arbitration in accordance with Article 11 - *Arbitration*.

24.03 Changes in Job Descriptions

The Employee and the Union shall receive twenty-eight (28) calendar days notice when the job duties and/or qualifications of a position in any classification, or a classification covered by this Collective Agreement, are significantly changed. Should the Union wish to discuss these changes, the Union shall meet with the Employer within the twenty-eight (28) calendar days notice period.

- 24.04 A copy of the current job descriptions shall be added to the Collective Agreement as Appendix B and shall be used for information purposes only. These job descriptions shall serve as a benchmark to determine if job duties, descriptions, or qualifications have been significantly changed.

ARTICLE 25 – EMPLOYEE BENEFIT PLANS

- 25.01 The Employer will provide a comprehensive group insurance benefits program which, subject to eligibility criteria and requirements for participation, includes the following:

- Alberta Health care, Employer, 100%.
- Group Life Insurance and Accidental Death and Dismemberment Specific Loss, Employer 100%.
- Employee Assistance Program (EAP), Employer 100%.
- Dental care, Employer 100%.
- Extended Health care, Employer 100%.
- Long-term disability, Employee 100%.

In the event Alberta Health premiums are re-instated the Employer shall pay one hundred percent (100%) of the premiums.

- 25.02 Coverage will apply to all full-time Employees. Part-time Employees must work a minimum of twenty (20) hours a week.
- 25.03 Where an Employee is on an unpaid leave of absence, her benefit coverage will be continued for the first month with the usual cost-sharing arrangements. After that first month and subject to the insurance company's requirements, an Employee may elect to continue her benefit coverage while on unpaid leave as long as she makes prior arrangements for the regular payment of the full premiums for the applicable plans. This means an Employee who wishes to

continue benefit coverage during an unpaid leave will pre-pay all benefit premiums, including the Employer and Employee share on a month to month basis.

ARTICLE 26 – HEALTH AND SAFETY

- 26.01 The Employer shall comply with all applicable health and safety legislation and regulations.
- 26.02 A First Aid Kit shall be supplied by the Employer.
- 26.03 Employees working night shifts or transporting clients shall have access to a portable telecommunication device.

ARTICLE 27 – CORRESPONDENCE

- 27.01 All correspondence between the parties, arising out of this Agreement or incidental thereto shall pass to and from the Executive Director or his/her designate and the Secretary of the Union with a copy sent to the Local Vice-President, and National Representative of the Union.

ARTICLE 28 – GENERAL

- 28.01 The parties hereto recognize wherever the feminine is used in this Agreement, it shall be considered as if the masculine had been used where this does not extend or change the original intent or meaning of the clause. The parties also recognize that wherever the singular is used in this Agreement it shall be considered as if the plural had been used wherever this does not extend or change the original intent or meaning of the clause.

ARTICLE 29 – PROFESSIONAL DEVELOPMENT

The Employer recognizes that it has a responsibility to encourage development of Employee capability. To this end, the Employer agrees to:

- (a) maintain a collection of books related to job duties at the Shelter;
- (b) arrange periodic staff meetings for discussion of job duties at the Shelter;
- (c) arrange opportunities for Employees to take part in courses, conferences, workshops, institutes, evening meetings, or in-service training sessions. Attendance at such sessions must be approved in advance by the immediate supervisor, and may be granted with or without pay. If any of the above are mandatory, Employees shall be paid for attendance at meetings, including overtime where applicable. The Employer may provide permanent Employees with up to five (5) training days per year

which includes but is not limited to in-services or certification programs at no cost to Employees.

- (d) Permanent Employees may request work related courses or workshops by applying for funding of Government sponsored educational grants or other funding sources. If approved for funding, the Employer will make all reasonable effort to afford the Employee the time off work to attend the courses or workshops.
- (e) If funding is not approved, permanent Employees may request other work related courses or workshops upon written request and prior approval of the Employer. Upon providing proof of successful completion of these pre-approved courses, the Employee will be reimbursed costs.

ARTICLE 30 – SUPPLEMENTARY BENEFIT PLAN

- (a) Employees are eligible to participate in a supplementary employment insurance benefit plan, intended to supplement employment insurance benefits payable to full-time Employees as a result of illness, maternity, disability, or receiving compassionate care benefits.
- (b) Exclusive of overtime, vacation and holiday pay, the Employer will top-up an Employee's employment insurance benefits to a maximum equivalent of eighty percent (80%) of the Employee's total basic rate of pay for the period of employment caused by illness or disability. The top-up shall not exceed twenty percent (20%) of the Employee's basic rate of pay.
- (c) The duration of the Supplementary Benefit Plan shall be seventeen (17) weeks according to the scheduled pay periods. Employees shall provide proof of receipt of benefits under the Employment Insurance Act.
- (d) Employees must initiate a claim for employment insurance benefits with Human Resources Canada subject to continuous registration, eligibility and approval under the Employment Insurance Act.

ARTICLE 31 – PERSONNEL FILES

31.01 Employee personnel files maintained by the Employer shall contain information that is relevant and necessary to meet various legal requirements and to assure efficient personnel administration. Personnel files shall be managed to ensure accuracy and to protect Employee privacy in accordance with current legislation.

31.02 An Employee shall have the right during normal business hours of the administration office and upon reasonable notice, to have access and review his/her personnel file. The Employee shall have the right to have a Union Representative present. The Employee is entitled to copy the file. An Employee shall have the right to respond in writing to any document contained therein. Such reply shall become part of the permanent record.

ARTICLE 32 – LONG SERVICE INCREMENT BONUS

32.01 A service bonus in the form of a restricted Group RSP will be paid on the anniversary date of a regular status Employee beginning with the seventh (7th) year anniversary and then as per the table below. The service bonus shall be prorated for part-time Employees.

ANNIVERSARY	LONG SERVICE INCREMENT BONUS
Seven (7) years	\$5,000
Ten (10) years service	\$3,000
Fifteen (15) years service	\$5,000
Twenty (20) years service	\$3,000
Twenty five (25) years service	\$5,000

ARTICLE 33 – REGISTERED RETIREMENT SAVINGS PLAN

33.01 Upon successful completion of the mandatory probationary period, the Employer shall begin to deposit contributions into an RRSP account annually established in the name of the Employee, according to the following schedule:

RRSP SCHEDULE

Year 1	\$600.00
Year 2	\$630.00
Year 3	\$660.00
Year 4	\$690.00
Year 5	\$720.00
Year 6	\$750.00
Year 7	\$780.00
Year 8	\$810.00
Year 9	\$840.00
Year 10	\$870.00
Year 11	\$900.00

Year 12	\$930.00
Year 13	\$960.00
Year 14	\$990.00
Year 15	\$1020.00

The schedule above applies to permanent Employees who work 0.8 FTE and 1.0 FTE's only, all others will be pro-rated as per Article 2.02.

- 33.02 RRSP contributions will continue to accrue during the first thirty (30) days when an Employee is:
- (a) On an approved leave of absence
 - (b) Receiving payments from workers' compensation
 - (c) On EI supplementary benefits

ARTICLE 34 – MEALS

- 34.01 Employees are responsible for provisioning their own meals. All Employees are encouraged to join clients during special occasion meals such as *Thanksgiving*.
- 34.02 Employees accepting shifts on short notice, or required to work additional hours in addition to their scheduled hours, shall be provided with their main meal.

ARTICLE 35 – TERM OF AGREEMENT

- 35.01 This Agreement shall take effect upon ratification by the parties and shall remain in full force and effect until March 31, 2021.
- 35.02 The salary levels set out in Schedule "A" to this Agreement shall be implemented retroactively to April 1, 2018 with respect to regular earnings only and with respect to only those Employees on payroll as of the date of signing of this Agreement. No other provisions of this Agreement shall have retroactive application, unless specifically provided otherwise.
- 35.03 Either party may serve notice in writing to commence bargaining for a new Agreement not less than sixty (60) days and not more than one hundred and twenty (120) days preceding the expiry date of this Agreement.
- 35.04 When notice to commence bargaining is given, the provisions of this Agreement shall continue in force until a new Agreement is signed, or the right to strike or lockout accrues, whichever occurs first.

ARTICLE 36 – WAGE SCALES AND PROGRESSION

- 36.01 Progression on the wage grid for full-time Employees shall occur on the Employee's anniversary date of hire. Part-time and casual Employees shall progress on the wage scale upon completion of two thousand and eighty (2080) hours.
- 36.02 An Employee achieving a new position in a different classification shall be placed in the next closest higher pay-step in the new classification.
- 36.03 An Employee's basic rate of pay shall be established in accordance with Appendix A. Appendix A shall be attached to and form part of the Collective Agreement.
- 36.04 Upon completion of two (2) years at Step 6 of the wage grid, Employees shall receive an additional three percent (3%) as a Long Service Increment.
- 36.05 The Employer agrees that they will apply for all government funding for Employee wage bonuses.
- 36.06 **In the event the Provincial Government provides a funding increase for salaries, the following shall apply: such increases shall be implemented within sixty (60) days of the receipt of the funding and retroactively to the date the funding was put into effect..**

Signed this 13th day of March, 2019 in the City of Sherwood Park, Alberta.

On behalf of the Canadian Union of
Public Employees Local 5241

On Behalf of the Board of Directors
Strathcona Shelter Society Ltd.



LETTER OF UNDERSTANDING #1

between

STRATHCONA SHELTER SOCIETY LTD.

(the "Employer")

and

CANADIAN UNION OF PUBLIC EMPLOYEES, LOCAL 5241

(the "Union")

Re: Labour Management Committee

A Labour Management Committee shall be established within sixty (60) days of ratification of the Memorandum of Agreement.

The Committee shall enjoy the full support of both parties in the interests of enhanced communications between the Union and the Employer.

TERMS OF REFERENCE

Function of the Committee

The Committee shall concern itself with the following general matters;

- reviewing suggestions and recommendations from Employees in respect to improving services and working conditions;
- improving/correcting conditions in order to minimize grievances and misunderstandings;
- attempt to resolve concerns with the administration of the collective agreement.

The Committee shall not deal with grievances or labour relations matters filed with the Labour Relations Board.

Authority of the Committee

- develop its principles, goals and objectives;
- review and investigate matters of mutual concern between the Union and the Employer;
- make recommendations to the respective principals.

The parties agree that the Committee shall have no power to add to, detract from, or in any way modify the terms of the Collective Agreement.

The Committee shall meet regularly, however no more than twice per quarter and no less than twice per fiscal year.

Every effort shall be made to issue the agenda or submit matters of concern to the Committee representatives forty-eight (48) hours in advance of a meeting. Committee members shall not suffer loss of pay for attending meetings.

COMPOSITION

The Committee shall be composed of equal representation by each party.

Each party shall designate up to two (2) representatives and a CUPE National Representative to the committee.

An Employer and Union representative shall be designated as joint chairpersons in presiding over meetings and shall alternate in presiding over meetings.

MINUTES

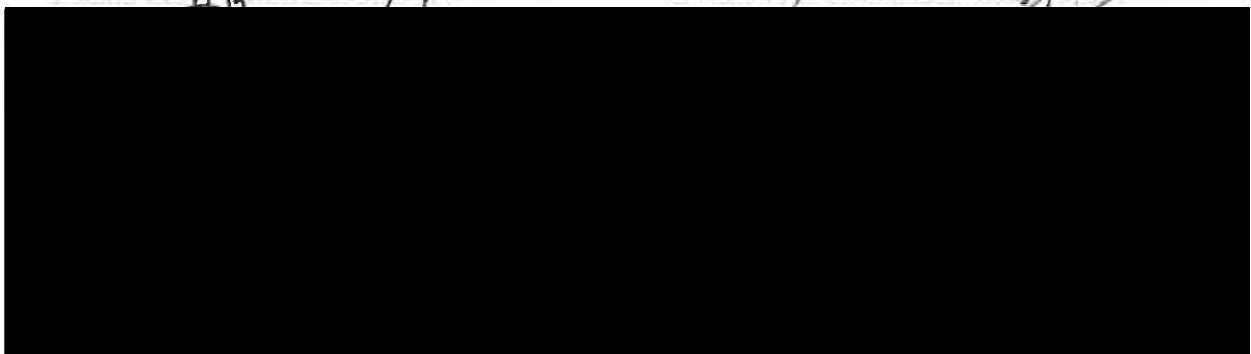
Minutes of each meeting of the Committee shall be prepared and signed by the joint chairpersons as promptly as possible after the close of the meeting. Minutes shall not be distributed until after they have been signed by the parties.

This Letter of Understanding shall form part of the Collective Agreement.

Signed this 13th day of March, 2019 in the City of Sherwood Park, Alberta.

On behalf of the Canadian Union of
Public Employees Local 5241

On Behalf of the Board of Directors
Strathcona Shelter Society Ltd.



LETTER OF UNDERSTANDING #2

between

STRATHCONA SHELTER SOCIETY LTD.

(the "Employer")

and

CANADIAN UNION OF PUBLIC EMPLOYEES, LOCAL 5241

(the "Union")

Re: Health, Safety and Security Committee

A Health, Safety and Security Committee shall be established within sixty (60) days of the signing of ratification of the Memorandum of Agreement.

The Committee shall enjoy the full support of both parties in the interests of improved health, safety and security of the Employees.

TERMS OF REFERENCE

Authority of the Committee

- develop its principles, goals and objectives;
- review matters of mutual concern, which relate to health, safety and security;
- make recommendations to the Employer in that regard.

Obligations of the Parties

The Employer shall not unreasonably deny committee members access to the workplace to conduct safety inspections and audits, including monitoring as per the mandate of the Committee.

The Employer will cooperate with the Committee by providing:

- materials and meeting venues necessary to accommodate the Committee's functions;
- data pertaining to workplace health and safety;
- data pertaining to accidents, incidents or security at the work-site.

The parties will cooperate to the fullest extent in all matters of health, safety and security.

MEETINGS

The Committee shall be composed of equal representation by each party.

Each party shall designate up to two (2) representatives and a CUPE National Representative to the Committee and shall alternate in presiding over meetings.

An Employer and a Union representative shall be designated as joint chairpersons in presiding over meetings.

MINUTES

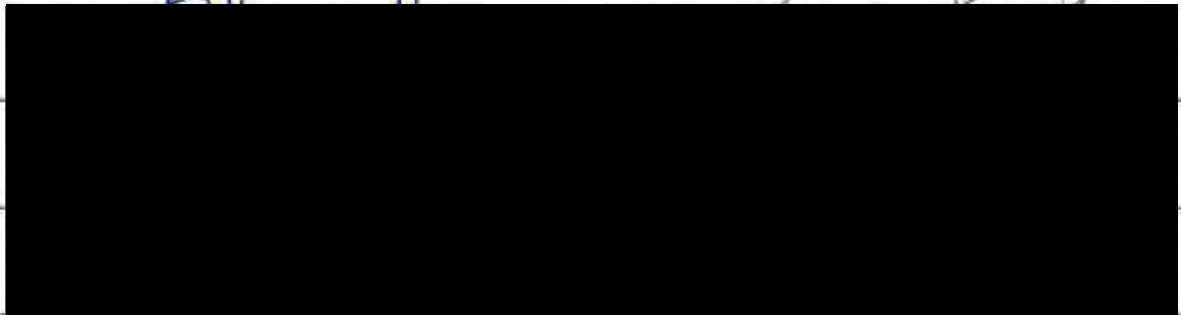
Minutes of each meeting of the Committee shall be prepared and signed by the joint chairpersons as promptly as possible after the close of the meeting. Minutes shall not be distributed until after they have been signed by the parties.

This Letter of Understanding shall form part of the Collective Agreement.

Signed this 13th day of March, 2019, in the City of Sherwood Park, Alberta.

On behalf of the Canadian Union of
Public Employees Local 5241

On Behalf of the Board of Directors
Strathcona Shelter Society Ltd.



LETTER OF UNDERSTANDING #3

between

STRATHCONA SHELTER SOCIETY LTD.

(the "Employer")

and

CANADIAN UNION OF PUBLIC EMPLOYEES, LOCAL 5241

(the "Union")

Re: Volunteer Workers

Both the Employer and the Union recognize that volunteers can and may perform a useful function in assisting the shelter to meet its objectives.

Volunteers will be accepted at the workplace under the following conditions:

1. Volunteers shall not be paid by the Employer.
2. That volunteers are made aware that they are working in a unionized environment where a collective agreement is currently in force.
3. The Employer agrees:
 - a) That members of the bargaining unit shall not, at any time, be replaced either permanently, temporarily, or casually with volunteer worker(s).
 - b) Volunteers will be provided with the job descriptions for Employees to ensure clear understanding between the work of the bargaining unit and the work volunteers perform at the shelter.
 - c) That no Employee shall be laid off as a result of the Employer utilizing the services of volunteers
 - d) That no position shall be excluded from, or lost to, the bargaining unit as a result of the Employer utilizing the services of volunteers.
 - e) That the use of volunteers will not adversely affect employment conditions or limit employment opportunities for members of the bargaining unit.
 - f) Shift hours shall not be reduced as a result of the use of volunteers.
 - g) Volunteer workers maybe only be used to assist with food preparation, kitchen cleanup, general cleaning, assist the work of child support

workers and counsellors (such as a group facilitator) but shall not, at any time, be used to replace Employees.

- h) That volunteers shall not participate or take part in the discipline of members of the bargaining unit.
4. Should any conflict as to the use of volunteer workers arise between the Employer and the Union, such problems shall be subject to the grievance and arbitration procedures.

This Letter of Understanding shall form part of the Collective Agreement.

Signed this 13th day of March 2019, in the City of Sherwood Park, Alberta.

On behalf of the Canadian Union of
Public Employees Local 5241

On Behalf of the Board of Directors
Strathcona Shelter Society Ltd.



LETTER OF UNDERSTANDING #4

between

STRATHCONA SHELTER SOCIETY LTD.

(the "Employer")

and

CANADIAN UNION OF PUBLIC EMPLOYEES, LOCAL 5241

(the "Union")

Re: Government Grant Positions

WHEREAS the parties recognize the benefit of applying to Government programs to fund working positions in the bargaining unit;

AND WHEREAS the parties recognize the right of CUPE Local 5241 to bargain the terms and conditions of work for these members;

The Parties agree to as follows:

Employees may be hired under a contract in order to fill Victim Advocate and Child Support Worker positions funded by Government Grants.

These Employees shall be hired for a specific term not to exceed twenty-four (24) months, unless the Union agrees otherwise.

- a) When a new Employee fills a Government Grant contract position and a vacancy exists at the end of their two (2) year term, they shall be entitled to apply for the position and shall be given preference over new applicants. If they are the successful candidate, they shall be confirmed as a permanent Employee and will gain seniority which shall be retroactively established, effective the last date of hire. If the permanent position is in the same classification as their Government Grant contract position, they shall not be required to serve a probationary period.
- b) When a permanent bargaining unit Employee fills a Government Grant contract position, the Employee shall be seconded to the contract position. It shall be understood that at the conclusion of the assignment, the permanent bargaining unit Employee shall be entitled to return to her former position.

Employees working under contracts funded by Government Grant shall become members of the Union and remain in good standing and shall be entitled to all the rights, benefits and protection of a permanent Employee covered by this Collective Agreement with the exception that the end of the two (2) year Government Contract, Employees

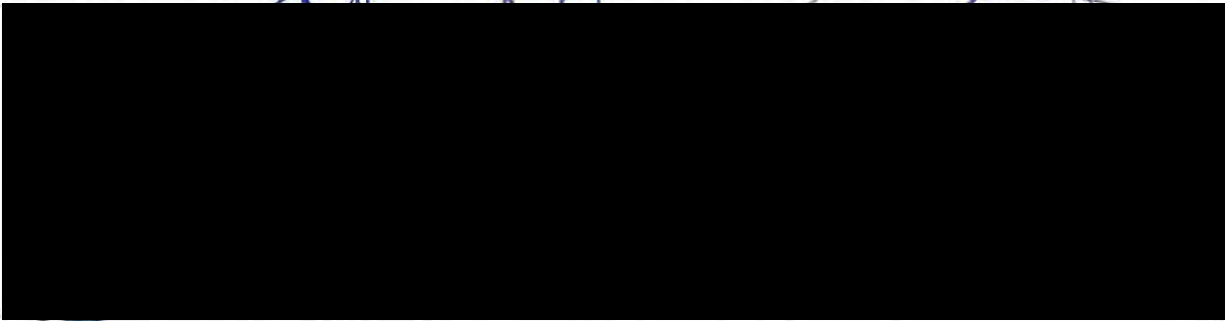
hired under section A of this Letter of Understanding, shall not be considered as being laid off.

This Letter of Understanding shall form part of the Collective Agreement.

Signed this 13th day of March 2019, in the City of Sherwood Park, Alberta.

On behalf of the Canadian Union of
Public Employees Local 5241

On Behalf of the Board of Directors
Strathcona Shelter Society Ltd.



LETTER OF UNDERSTANDING #5

between

STRATHCONA SHELTER SOCIETY LTD.

(the "Employer")

and

CANADIAN UNION OF PUBLIC EMPLOYEES, LOCAL 5241

(the "Union")

Re: Summer Students

WHEREAS the parties agree that the employment of Summer Students at the Shelter contributes to the professional development of these students;

AND WHEREAS the parties agree that it is important to have a common understanding on the role that these students play while they work at the Shelter;

Now therefore, the parties agree to as follows:

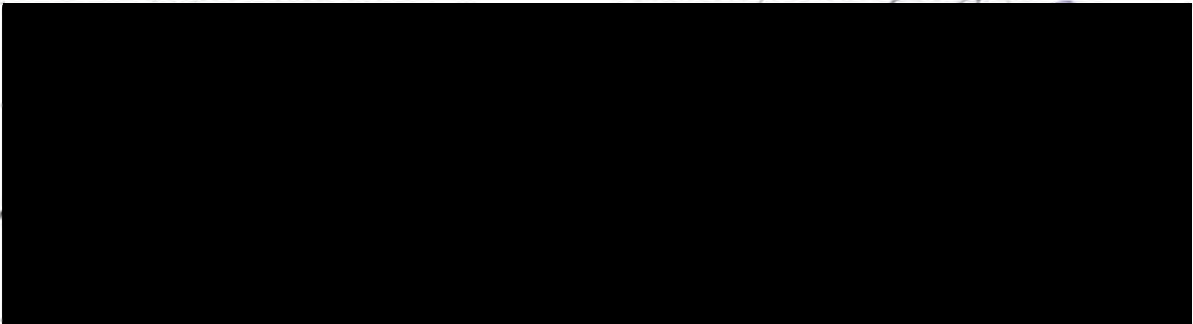
Summer Students who perform work that is within the scope of the bargaining unit shall become members of the Union and remain in good standing. Summer Students shall be entitled to all the rights, benefits and protection of a permanent Employee covered by this Collective Agreement with the exception of the grievance procedure.

This Letter of Understanding shall form part of the Collective Agreement.

Signed this 13th day of March, 2019 in the City of Sherwood Park, Alberta.

On behalf of the Canadian Union of
Public Employees Local 5241

On Behalf of the Board of Directors
Strathcona Shelter Society Ltd.



**NEW
LETTER OF UNDERSTANDING #6**

between

STRATHCONA SHELTER SOCIETY LTD.

(the "Employer")

and

CANADIAN UNION OF PUBLIC EMPLOYEES, LOCAL 5241

(the "Union")

Re: Employment Standard Code

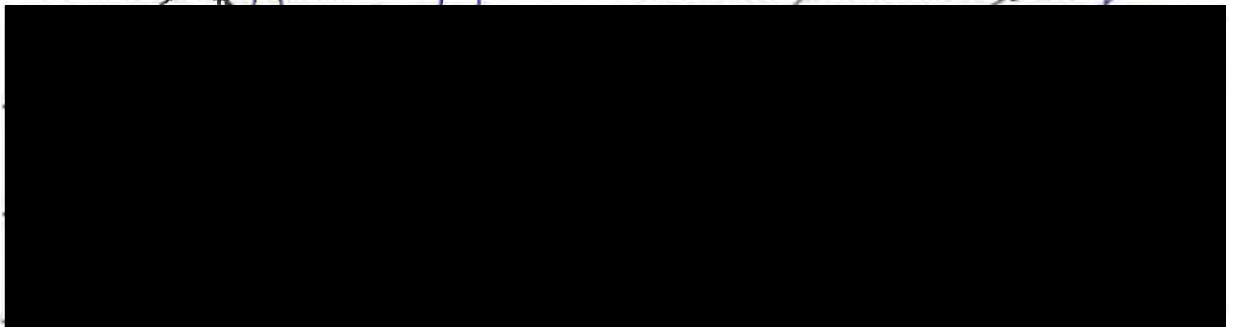
When Alberta's Employment Standards Code changes to a higher standard that the Collective Agreement, the higher standard will be recognized.

This Letter of Understanding shall form part of the Collective Agreement.

Signed this 13th day of March, 2019 in the City of Sherwood Park, Alberta.

**On behalf of the Canadian Union of
Public Employees Local 5241**

**On Behalf of the Board of Directors
Strathcona Shelter Society Ltd.**



APPENDIX A – WAGE SCALE UNTIL MARCH 31,2021

2018 – 0%

2019 – A signing bonus of \$500.00 lump sum payment for all full time employees.

A signing bonus of \$250.00 lump sum payment for part time employees

2020 – 1% lump sum payment payable by April 15th, 2020 based on hours worked between April 1, 2019 and March 31, 2020

Salary Grid Effective April 1, 2018 – 0%

	Step 1	Step 2	Step 3	Step 4	Step 5	Step 6	LSI
Facility Support Worker	17.21	17.93	18.65	19.20	19.79	20.37	20.98
Maintenance Repair Person	17.21	17.93	18.65	19.20	19.79	20.37	20.98
Child Support Worker	20.53	21.24	21.94	22.60	23.28	23.98	24.70
Counsellors	22.21	23.27	24.34	25.06	25.81	26.59	27.39
Case Management Outreach	22.21	23.27	24.34	25.06	25.81	26.59	27.39
Case Management-Team Leader	22.21	23.27	24.34	25.06	25.81	26.59	27.39
Case Management Worker	22.21	23.27	24.34	25.06	25.81	26.59	27.39
Outreach Worker (Community & Follow-up)	22.21	23.27	24.34	25.06	25.81	26.59	27.39
Transition Family Support Worker	22.21	23.27	24.34	25.06	25.81	26.59	27.39
Victim Advocate	22.21	23.27	24.34	25.06	25.81	26.59	27.39
Housing Coordinator	22.21	23.27	24.34	25.06	25.81	26.59	27.39
Outreach Safety Specialist	22.21	23.27	24.34	25.06	25.81	26.59	27.39
Child Trauma	22.21	23.27	24.34	25.06	25.81	26.59	27.39

APPENDIX B – JOB DESCRIPTIONS

STRATHCONA SHELTER SOCIETY LTD. – “A SAFE PLACE”

JOB DESCRIPTION

TITLE: Child Support Worker

TITLE OF POSITION REPORTING TO: Director of Shelter Programs

A. OBJECTIVES: (overall function and purpose of this position)

1. To develop a non-judgmental and supportive relationship with the children and their mothers
2. To identify and assess emotional / behavioral problems, including indicators of child abuse
3. To establish play and group programs that meet the social, educational and recreational needs of children of various age groups
4. To provide custodial care for children, so mothers can attend outside appointments
5. To provide respite care for mothers as required.

B. SCOPE: (placement within the organization)

Child Support Workers report to the Director **Shelter Programs & Services** and work closely with Counselors, Admin Assistant, Facility Support Workers, Volunteer Coordinator and In-House Volunteers

C. RELATIONSHIPS: (nature of the level of contacts required to accomplish the work – internal, external)

1. Internal – Executive Director, **Director Shelter Programs, Counsellors, Outreach Worker, Admin Assistant, Facility Support Workers, Volunteer Coordinator, and In-House Volunteers**
2. External – Community agencies / professionals

D. SPECIFIC RESPONSIBILITIES:

1. **Provides children with an orientation to the shelter, playroom routines and necessary rules; explains program activities and makes introductions to peers and staff.**
2. **Reviews Child Care Guidelines with mothers.**
3. **Provides custodial care as required and according to established procedures.**
4. **Provides input to team members regarding specific needs of children during weekly Case Conference.**
5. **Reports all child abuse concerns to Director and / or Executive Director.**
6. **Assesses, on ongoing basis, each child's physical / emotional support needs and consults with mothers in the development of any action plan.**
7. **Provides information or referrals to appropriate support agencies in a manner that facilitates the relationship between Shelter, child, parent and outside agency and respecting client's right to confidentiality.**
8. **Assumes an advocacy and/or mediation role in assisting children develop positive relationships with parents, peers and staff.**
9. **Fosters an atmosphere of trust and mutual acceptance that facilitates positive parent /child interactions and does it by providing information and role modeling appropriate/non abusive behaviors.**

10. Facilitates children's group as required.
11. Provides information to the school and / or teacher regarding the emotional, educational and support needs of resident children.
12. Ensure that the safety needs of children are met during program activities and outings.
13. Implements creative age-related activities that allow children to learn and express themselves through play.
14. Ensures that toys, and other children's activities, do not clutter stairways and hallways.
15. Ensures that games, toys, etc... are available to children after program hours.
16. Ensure that children receive nutritional morning and afternoon snacks.
17. Maintains, in a manner that meets health and safety standards, inside and outside play areas and equipment at all times.
18. Completes other job related tasks as assigned.

E. ADMINISTRATIVE RESPONSIBILITIES:

1. Provides supervision and direction for Program students.
2. Assists in the maintenance of an updated child care/supplies/equipment inventory list.
3. Purchases program supplies and equipment according to established budget and procedures.
4. Submits monthly program statistics and summary of activities.
5. Submits time sheets according to established procedures.
6. Submits expense reports monthly according to established procedures.

F. AUTHORITY TO:

1. Claim overtime according to established procedures.
2. Claim pre-authorized travel expenses for job-related duties according to established procedures.
3. Use Child Support Petty Cash fund according to established procedures.

G. QUALIFICATIONS

1. Diploma in Early Childhood Development or equivalent.
2. Experience working with special needs children and low-income / culturally diverse families.
3. Valid St. John's Ambulance First Aid Certificate.
4. Documented proof of a clear Criminal Record Check and Child Abuse Registry Check.
5. Valid driver's license.

STRATHCONA SHELTER SOCIETY LTD. – “A SAFE PLACE”

JOB DESCRIPTION

TITLE: Counsellor

TITLE OF POSITION REPORTING TO: Director of Shelter Programs

A. OBJECTIVES – (overall function and purpose of this position)

To provide information support, referrals and advocacy to abused women and children in keeping with the Mission Statement and Philosophy of the Strathcona Shelter Society Ltd. – A Safe Place.

B. SCOPE: (placement within the organization)

Counsellors report to Director of Shelter Programs and work closely with Admin Assistant, Child Support Workers, Facility Support Workers, Volunteer Coordinator and In-House Volunteers.

C. RELATIONSHIPS: (nature of the level of contacts required to accomplish the work – internal, external, government)

1. Internal – Executive Director, Director of Shelter Program, Admin Assistant, Child Support Workers, Facility Support Workers, Victims Advocate, Outreach Worker, Co-ordinator of Volunteers, and -House Volunteers
2. External – Referral agencies and/or professionals

D. SPECIFIC RESPONSIBILITIES:

1. Provides telephone support, information, referrals and, when appropriate, advocacy to clients accessing the 24-hour support crisis line. Enter crisis calls in **CANFIT** by type of call.
2. Assess clients for admission. Enter information appropriately. In **CANFIT** –accuracy and completeness are essential for good data collection.
3. Complete client intake – including white pages and signed appropriate releases of information. Completes a needs assessment that includes action plan to be followed up., Completes 10th day, Exit Plan and departure interviews including client's long term plan.
4. Ensure that the client has a Safety Plan and Completed Danger Assessment.
5. Advocates on behalf of clients when appropriate and consults with other positions and superiors on cases where supports are needed.
6. Reports on clients' progress at Case Conference - held once a week
7. Be prepared to bring forward any learning opportunities regarding cases at the monthly staff meeting to be held on the 3rd Wednesday of every month.
8. Maintain accurate and comprehensive written documentation regarding all client interaction, telephone and personal, according to established procedures and ensures that an update in **CANFIT** is written on women's files every shift.
9. Maintains communication with other members of the team according to established procedures. This includes updating them on any major event occurring with the clients.
10. Provides supervision, support and evaluative feedback regarding the performance of Casual Counselors.

11. Provides supervision, support and evaluative feedback regarding the performance of program students.
12. Ensures the cleanliness of kitchen and main floor common areas, and assists clients if needed; this includes the cleaning of a room when required.
13. Set up for breakfast according to established procedures.
14. Other job-related tasks as required.
15. Ensures clients' bathrooms are cleaned during their shift as required by Alberta Health Services.
16. Counsellors working Weekend Shifts are responsible for general counselling responsibilities described, ensure that food is prepared and served to clients, maintain the general cleanliness of the house and ensure clients' bathrooms are cleaned during their shift as required by Alberta Health Services.
17. Counsellors working Night Shifts are responsible for general counselling responsibilities as described, update and close clients' files, complete end of month duties, replenish supplies as needed, ensure the general cleanliness of the house (kitchen, small and large dining room, living room, counselling offices, boardroom, North/South stairways, North/South and Kitchen entrances) and ensure clients' bathrooms are cleaned during their shift as required by Alberta Health Services.
18. At any time when Facility Support staff is not available counsellors are responsible for ensuring that food is prepared and served to clients, that the general cleanliness of the house is maintained and that bathrooms are cleaned as required by Alberta Health Services.

E. SHARED RESPONSIBILITIES:

1. Provides for the safety of resident families according to established procedures.
2. Completes routine household chores as required.
3. Supervises children as required.

F. ADMINISTRATIVE RESPONSIBILITIES:

1. Submits monthly time sheets according to established procedures.
2. Follows the requirements in personnel policy with respect of documentation required for sickness and long term disability.
3. Balances bus ticket log (and other logs) according to established procedures.
4. Maintains medication, transportation and client fund records according to established procedures
5. Documents client statistics on each shift according to established procedures.

G. AUTHORITY TO:

1. Arrange transportation for clients according to established policy and procedures, i.e. Safety and Medical Emergency.
2. Place long distance calls for shelter business and clients according to established procedures.
3. Claim overtime according to established procedures.
4. Claim pre-authorized travel expenses for job-related duties according to established procedures.

H. QUALIFICATIONS:

1. Degree or Diploma in Social Work or equivalent studies (Post Secondary Education).

2. Experience working within the area of family violence, understanding of the dynamics of abuse, and impact of abuse on children.
3. Demonstrated knowledge of the barriers and difficulties experienced by women who are experiencing violence and on the advocacy needed in order to move women forward.
4. Understanding of the resources in the community that can be accessed in order to move women forward.
5. Documented proof of a clear Criminal Record Check and Child Abuse Registry Check.
6. Valid St. John's Ambulance First Aid Certificate.

Please see attached chart for distribution of duties during the shift. This is meant to be a guide, however the expectation is that it is followed closely in order to ensure fairness in the service delivery. Job evaluation will be based on completed tasks and the success of moving women forward.

STRATHCONA SHELTER SOCIETY LTD. – “A SAFE PLACE”

JOB DESCRIPTION

TITLE: Maintenance/Repair Person

TITLE OF POSITION REPORTING TO: Director of Shelter Program

A. OBJECTIVES – (overall function and purpose of this position)

1. To assist the day-to-day maintenance of the Shelter facility and grounds.
2. To complete repairs and maintenance **in both Shelter and Village location** as required

B. SCOPE: (placement within the organization)

The Maintenance/Repair Person reports to **DOSP** and day-to-day works closely with **facility support workers**.

C. RELATIONSHIPS: (nature of the level of contacts required to accomplish the work – internal, external)

3. Internal – Director of Shelter Program, Executive Director, Counsellors, Child Support, Volunteer Coordinator, and In-house volunteers
4. External – Community donors

D. SPECIFIC RESPONSIBILITIES:

- a. Responsible for routine repairs and maintenance as required at the Shelter, **Second Stage Housing** and Village Centre sites
2. Responsible for reporting to the **DOSP** any repairs that require the services of an outside professional.
3. Assist with the pickup and storage of donations **when directed by DOSP**.

E. ADMINISTRATIVE RESPONSIBILITIES:

1. Submit time sheets according to established procedures.
2. Submit expense reports monthly according to established procedures.
3. Maintain-a duty log.

F. AUTHORITY TO:

1. Claim overtime according to established procedures.
2. Claim travel expenses according to established procedures.
3. Access petty cash according to established procedures.

H. QUALIFICATIONS

1. **Extensive painting experience.**
2. **Experienced at general maintenance / repair duties.**
3. **Documented proof of a clear Criminal Record Check and Child Abuse Registry Check.**
4. **Valid driver's license.**

I. PERSONAL QUALITIES

1. **Mature adult with a healthy lifestyle.**

- 2. Must be able to role model non-violent behavior.**
- 3. Ability to work as a member of a team in order to set priorities and distribute workload.**

STRATHCONA SHELTER SOCIETY LTD. – “A SAFE PLACE”

JOB DESCRIPTION

TITLE: Outreach Worker (Community & Follow-up)

TITLE OF POSITION REPORTING TO: Director of Shelter Program

A. OBJECTIVES – (overall function and purpose of this position)

1. Provide on-going contact of a supportive, informative nature to women and their children upon leaving the shelter to live apart from their abusive partner.
2. Provide information about and referral to agencies which provide supportive services.
3. Advocate with agencies and individuals on behalf of the client as required.

B. SCOPE: (placement within the organization)

The Outreach Co-ordinator reports to the **Director of Shelter Program-**

C. RELATIONSHIPS: (nature of the level of contacts required to accomplish the work – internal, external, government)

1. Internal – Executive Director, Counsellors, Business Coordinator, Household Manager
2. External – Referral agencies and/or professionals

D. SPECIFIC RESPONSIBILITIES:

1. Follow up with departing women as identified by the counselling staff just prior to, or immediately after their departure and make an appointment for the first home visit.
2. Travel to woman's new home and meet with the family once every week for the first four weeks and then once every second week for approximately two months.
3. Assess the information and service needs of the family and provide referrals to community agencies. Explain agency or service access to the client, advocating when required.
4. Provide counselling, emotional support and encouragement to client families.
5. Review crisis call log regularly to monitor calls received from ex-clients registered in the program and provide telephone follow-up when required.
6. Other job-related tasks as assigned.

E. SHARED RESPONSIBILITIES:

1. Participate in weekly case conference, workload permitting.

F. ADMINISTRATIVE RESPONSIBILITIES

1. Submit monthly time sheets according to established procedures.
2. Submit monthly expense reports according to established procedures.

G. AUTHORITY TO:

1. Claim overtime according to established procedures.
2. Claim travel and related expenses according to established procedures.

H. QUALIFICATIONS

1. Degree or Diploma in Social Work or equivalent.

2. **Verifiable past experience working in the area of family violence preferred.**
3. **Demonstrated knowledge of the social problem of battering and an appreciation of the effect of family violence on women and children.**
4. **Documented proof of a clear Criminal Record Check and Child Abuse Registry Check.**
5. **Valid St. John's Ambulance First Aid Certificate.**
6. **Valid driver's license.**

NEW

STRATHCONA SHELTER SOCIETY LTD. – “A SAFE PLACE”

JOB DESCRIPTION

TITLE: Case Management Outreach

TITLE OF POSITION REPORTING TO: Director of Shelter Program

A. OBJECTIVES – (overall function and purpose of this position)

- 1. Provide on-going contact of a supportive, informative nature to women and their children upon leaving the shelter to live apart from their abusive partner or women in community not accessing the shelter.**
- 2. Participate in Stakeholder’s meetings to promote shelter services.**
- 3. Assist women, seniors, males to navigate the system to obtain services.**

B. SCOPE: (placement within the organization)

Part of the Case Management Outreach providing intensive services to clients.

C. RELATIONSHIPS: (nature of the level of contacts required to accomplish the work – internal, external, government)

- 1. Internal – Executive Director, Director of Shelter Services, Case Management Team, VA, Outreach**
- 2. External – Family Violence Networks, Service Providers**

D. SPECIFIC RESPONSIBILITIES

1. The following:

- This position will work in collaboration with Community Outreach and other positions as required.**
- Will provide services to Strathcona County rural and remote areas.**
- Will provide outreach services such as safety planning, advocacy and appropriate referrals to women experiencing violence.**
- Will advocate with agencies and individuals on behalf of the client and assist other agencies in helping women seek safe accommodation when fleeing violence.**
- Will be required to carry a case load of clients. The clients will be outreach from shelter or second stage clients as directed.**
- Will aim at increase awareness in the community as to the services provided by A Safe Place, emerging issues impacting women and service available in the community. Communicating effectively to diverse audiences is a must.**
- Will represent the agency in several stakeholder meetings and coordinated responses. Hence must have the outmost professional manner and communicate effectively and appropriately.**
- This position will work out of the Village Drive office and several other collocated offices in Edmonton and area (when directed to do so).**

2. **Follow up with departing women as identified by Outreach or Case Management**
3. **Provide counselling, emotional support and encouragement to client families.**
4. **Other job-related tasks as assigned.**

E. SHARED RESPONSIBILITIES

1. **Participate in weekly case conference, workload permitting.**
2. **Input data in CANFIT.**

F. ADMINISTRATIVE RESPONSIBILITIES

1. **Submit monthly time sheets according to established procedures.**
2. **Submit monthly expense reports according to established procedures.**

G. AUTHORITY TO:

1. **Claim overtime according to established procedures.**
2. **Claim travel and related expenses according to established procedures.**

H. QUALIFICATIONS:

1. **Degree or Diploma in Social Work or equivalent.**
2. **Verifiable past experience working in the area of family violence preferred.**
3. **Demonstrated knowledge of the social problem of battering and an appreciation of the effects of family violence on women and children.**
4. **Documented proof of a clear Criminal Record Check and Child Abuse Registry Check.**
5. **Valid St. John's Ambulance First Aid Certificate.**
6. **Valid driver's license.**

NEW

STRATHCONA SHELTER SOCIETY LTD. – “A SAFE PLACE”

JOB DESCRIPTION

TITLE: Transition Family Support Worker

TITLE OF POSITION REPORTING TO: Director of Shelter Program and Executive Director

A. OBJECTIVES – (overall function and purpose of this position)

To provide support, referrals and advocacy to clients who will be transitioning out of the shelter and into the community in keeping with the Mission Statement and Philosophy of the Strathcona Shelter Society Ltd – A Safe Place.

B. SCOPE: (placement within the organization)

Transition Family Support Worker reports to the Executive Director and work closely with Director of Shelter Programs, Case Managers, Child Support Workers, Counsellors, Admin Assistant, Facility Support Workers, Volunteer Coordinator and In-House Volunteers.

C. RELATIONSHIPS: (nature of the level of contacts required to accomplish the work – internal, external, government)

1. Internal – Executive Director, Director of Shelter Services, Case Managers, Counsellors, Outreach Workers, Child Support Workers, Admin Assistant, Facility Support Workers, Volunteer Coordinator, and In-House Volunteers.
2. External Community agencies and professionals.

D. SPECIFIC RESPONSIBILITIES

1. Works closely with Case Management Team Leader, Case Managers and Front Line Counsellors in the shelter to provide transitional support, information, referrals and advocacy for clients moving out of the shelter and into the community.
2. Supports and accompany clients with appointments as the need arises.
3. Works in collaboration with Victim Advocate, Outreach, Safety Specialist and Housing Coordinator to ensure there is no duplication but rather enhancement.
4. Advocate for clients with external agencies as needed.
5. Provide information about community resources and makes the necessary connections to these resources.
6. In collaboration with the Case Manager, Counsellor and other team members conducts an ongoing evaluation and development of the client's service delivery plan.
7. Contributes to reporting on client's progress at Case Conference.
8. Other job-related tasks as required.

E. ADMINISTRATIVE RESPONSIBILITIES

1. Maintains accurate and comprehensive written documentation regarding all client interaction, telephone and personal, according to established procedures.
2. Submits monthly program statistics and summary of activities.

3. **Submits monthly time sheets according to established procedures.**
4. **Follows the requirements in personnel policy with respect to documentation required for sickness and long term disability.**

F. AUTHORITY TO

1. **Claim overtime according to established procedures.**
2. **Claim pre-authorized travel expenses for job-related duties according to established procedures.**

G. QUALIFICATIONS:

1. **Post-secondary degree in Human Services – BSW preferred.**
2. **Knowledge of issues specific to women experiencing domestic violence, trauma and homelessness.**
3. **Knowledge and skills in crisis intervention and supportive counselling.**
4. **Commitment to empowering women through a strength based approach.**
5. **Knowledge of community services.**
6. **Knowledge of domestic abuse issues.**
7. **Strong assessment skills.**
8. **Effective interpersonal and communication skills.**
9. **Demonstrated ability to work independently and as part of a team.**
10. **Ability to use own vehicle to transport clients.**

NEW

STRATHCONA SHELTER SOCIETY LTD. – “A SAFE PLACE”

JOB DESCRIPTION

TITLE: Victim Advocate

TITLE OF POSITION REPORTING TO: Executive Director and Director of Shelter Programs

A. OBJECTIVES – (overall function and purpose of this position)

1. To ensure that women fleeing domestic violence and facing additional challenges in connection to the criminal court system, victims of sexualize violence, trafficking and / or gangs receive the support they need.
2. To ensure that women in need of this specific support not only have access to it but that it is provided in a manner in keeping with the Victims of Crime Act Principles. And specifically with Principles 1 (victims should be treated with courtesy, compassion and respect), 2 (respecting victims privacy), 3 (minimizing inconvenience to victims) and 5 (considering victims safety and security).

B. SCOPE: (placement within the organization)

The Victim Advocate reports to the Executive Director and Director of Shelter Programs.

C. RELATIONSHIPS: (nature of the level of contacts required to accomplish the work – internal, external, government)

1. Internal – Executive Director, Counsellors, Business Coordinator, Director of Shelter Programs.
2. External – Referral agencies and / or professionals

D. SPECIFIC RESPONSIBILITIES

1. Increase victim's knowledge of legal recourse available to Victim of Crime.
 - a. Provide Victims of Crime with Information of Financial Benefits, Victim Impact Statement, Restitution.
 - b. One on one interviews to assess legal needs.
2. Increase knowledge of court process.
 - a. Provide women with court accompaniment.
3. Increase women's skills to navigate the legal system.
 - a. Provide information, resources and increase awareness of laws and legal resources available.
4. Provide support in obtaining Protective Orders including (Restraining Orders and Emergency Restraining Orders).
 - a. Network with Family Law office and EPOP.
 - b. Provide support and court accompaniment for obtaining an order and accompany for any follow up or reviews of the order.
5. Increase her level of safety by conducting danger assessment and safety planning.
 - a. Conduct a DA with all the clients.
 - b. Develop a Safety Plan.

- c. **Revise safety plan as changes occur due to court processes.**
 6. **Increase her knowledge as to how various legal systems and services can assist her in particular for those dealing with multiple complex legal issues.**
 7. **Conduct needs assessment with Victims of Human Trafficking.**
 8. **Participate in stakeholders' meetings and collaborative response task forces.**
 9. **Conduct safety planning and risk assessment.**
 10. **Oversee transfers of victims of HT from shelter to shelter, locally, provincially, nationally and internationally.**
 11. **Provide case-support with legal processes and Government systems such as Immigration, Child Welfare, Solicitor General.**
 12. **Other job-related tasks as assigned.**
- E. SHARED RESPONSIBILITIES:**
1. **Participate in weekly case conference, workload permitting.**
- F. ADMINISTRATIVE RESPONSIBILITIES**
1. **Submit monthly time sheets according to established procedures.**
 2. **Submit monthly expense reports according to established procedures.**
 3. **Submit data reports to ED and to Funder and work on final report.**
- G. AUTHORITY TO**
1. **Claim overtime according to established procedures.**
 2. **Claim travel and related expenses according to established procedures.**
- H. QUALIFICATIONS:**
1. **Degree or Diploma in Social Work or equivalent.**
 2. **Verifiable past experience working in the area of family violence preferred.**
 3. **Demonstrated knowledge of the social problem of battering and an appreciation of the effects of family violence on women and children.**
 4. **Documented proof of a clear Criminal Record Check and Child Abuse Registry Check.**
 5. **Valid St. John's Ambulance First Aid Certificate.**
 6. **Valid driver's license and Insurance at the proper level as requested by Administration.**

NEW

STRATHCONA SHELTER SOCIETY LTD. – “A SAFE PLACE”

JOB DESCRIPTION

TITLE: Outreach Safety Specialist

TITLE OF POSITION REPORTING TO: Director of Shelter Programs

A. OBJECTIVES – (overall function and purpose of this position)

1. Provide on-going support to women in shelter or in the community that have dealings with policing. Manage program “safe tracks” with high risk clients.
2. Provide guidance to staff and management of Safety concerns with high risk cases.
3. Advocate with agencies and individuals on behalf of the client as needed.

B. SCOPE: (placement within the organization)

The Outreach Safety Specialist reports to Director of Shelter Programs.

C. RELATIONSHIPS: (nature of the level of contacts required to accomplish the work – internal, external, government)

1. Internal – Director of Shelter Program, Executive Director, Counsellors, Case Management Workers, Victims Advocate, Outreach Community.
2. External – Referral agencies and / or professionals, policing systems and other stakeholders

D. SPECIFIC RESPONSIBILITIES

1. Review files of clients that have police involvement and present as high risk.
2. Represent the agency in obtaining information about charges laid and no contact orders.
3. Represent the agency in various stakeholder meetings as directed by Director of Shelter Program.
4. Provide support with development of protocols and liaisons with policing, victims services and family violence policing teams.
5. Provide guidance and support in safety audits of Shelter, Village and Second Stage.
6. Manage the “safe track” program, 911 phones programs and Pet Safety Program.
7. Other job-related tasks as assigned.

E. SHARED RESPONSIBILITIES:

1. Participate in weekly case conferences, workload permitting.

F. ADMINISTRATIVE RESPONSIBILITIES:

1. Submit monthly time sheets according to established procedures.
2. Submit monthly expense reports according to established procedures.

G. AUTHORITY TO:

1. **Claim overtime according to established procedures.**
2. **Claim travel and related expenses according to established procedures.**

H. QUALIFICATIONS:

1. **Degree or Diploma in Social Work or equivalent.**
2. **Verifiable past experience working in the area of family violence / policing / Victims services.**
3. **Demonstrated knowledge of the social problem of battering and an appreciation of the effects of family violence on women and children.**
4. **Documented proof of a clear Criminal Record Check and Child Abuse Registry Check.**
5. **Valid St. John's Ambulance First Aid Certificate.**
6. **Valid driver's license.**

NEW

STRATHCONA SHELTER SOCIETY LTD. – “A SAFE PLACE”

JOB DESCRIPTION

TITLE: Case Management – Team Leader

TITLE OF POSITION REPORTING TO: Director of Shelter Programs

A. OBJECTIVES – (overall function and purpose of this position)

To provide information, support, referrals and advocacy to abused women and children in keeping with the Mission Statement and Philosophy of the Strathcona Shelter Society Ltd – A Safe Place.

B. SCOPE: (placement within the organization)

Case Manager – Team Leader reports to Director Shelter Programs, provides guidance and direction to Case Management Workers and Transition Family Support Worker and works closely with Community Outreach Worker, Victim Advocate and Safety Specialist.

C. RELATIONSHIPS: (nature of the level of contacts required to accomplish the work – internal, external, government)

1. Internal – Executive Director, Director Shelter Program, Case Management Workers, Admin Assistant, Child Support Workers, Counsellors, Housing Coordinator, Facility Support Workers, Victims Advocate, Outreach Worker, Transition Family Support Worker, Safety Specialist, Coordinator of Volunteers, and In-house Volunteers.
2. External – Referral agencies and / or professionals.

D. SPECIFIC RESPONSIBILITIES

1. Provide guidance and direction to Case Management Workers, Housing Coordinator and Transition Family Support Worker.
2. Ensure that clients are assigned a case manager and keep stats on expected outcomes.
3. Identify issues that need to be address in a broader perspective of service delivery.
4. Maintain statistical information on how the service is being provided by different departments: Housing Coordinator, Transitional Worker and CM outreach.
5. Identify length of stay movement through the continuum as services are provided.
6. Provide recommendations in changes needed and service improvement.
7. Work in collaboration with Victim Advocate, Safety Specialist and Community Outreach. To ensure case managers are coordinating services and not duplicating.
8. Ensure that tasks are completed, and women are moving forward with their service delivery plan. Make recommendations to Director of Service Program and Executive Director as to service delivery models.
9. Ensure that the team is cohesive in their delivery of services, coordinating and evaluating how services are being provided.
10. Provide ongoing support for women and their children to ensure that the service plan meets the expressed needs of the family.

11. Ensure that proper referrals are given and that the team has increased knowledge of various services in the community.
12. Advocate with agencies and individuals on behalf of clients as required.
13. Carry a caseload of shelter clients only.
14. Provide intentional, intensive support in addressing client's needs in a manner that returns the agency to the woman and moves her forward in her agenda.
15. Work from the premise that the woman is the one who drives the service plan and ensures that the expressed wishes of the woman are followed when delivering the program.
16. Provides supportive counselling and emotional support as needed.
17. In collaboration with other team members conducts an ongoing evaluation and development of the client's service delivery plan.
18. Reports on clients' progress at Case Conference.
19. Maintains accurate and comprehensive written documentation regarding all client interaction, telephone and personal, according to established procedures and ensures that an update in CANFIT is written on women's files.
20. Maintains communication with other members of the team according to established procedures. This includes updating them on any major event occurring with clients.
21. When there is a need, as directed by Supervisor, performs the duties of a counsellor.
22. Works on enhancing relationships in the community by increasing the frequency of communication with other agencies that provide essential services to our clients, therefore ensuring coordinated response to address client's needs.
23. Completes other job-related tasks as required.

E. ADMINISTRATIVE RESPONSIBILITIES

1. Submit monthly time sheets according to established procedures.
2. Submit monthly expense reports according to established procedures.
3. Follows the requirements in personnel policy with respect to documentation required for sickness and long term disability.
4. Documents client statistics on each shift according to established procedures.

G. AUTHORITY TO

1. Manages time as there is no overtime paid for this position unless authorized by Management.
2. Claim pre-authorized travel expenses for job-related duties according to established procedures.
3. Work from home once a week to complete position related duties, statistical information and evaluative reporting.

H. QUALIFICATIONS:

1. Degree or Diploma in Social Work or equivalent studies (Post-Secondary Education).
2. In depth understanding of the philosophy of the agency.
3. Workable knowledge of the needs of women leaving abuse, their barriers and the purpose of the work that needs to be performed.
4. In depth understanding of safety planning, danger assessment, protocols for strangulation, and knowledge and track record of conducting interviews.
5. Ability to work in non-judgmental manner.

6. **Understanding of the resources in the community that can be accessed in order to move women forward.**
7. **Documented proof of a clear Criminal Record Check and Child Abuse Registry Check.**
8. **Valid St. John's Ambulance First Aid Certificate.**

NEW

STRATHCONA SHELTER SOCIETY LTD. – “A SAFE PLACE”

JOB DESCRIPTION

TITLE: Case Management Worker

TITLE OF POSITION REPORTING TO: Director of Shelter Programs

A. OBJECTIVES – (overall function and purpose of this position)

To provide information, support, referrals and advocacy to abused women and children in keeping with the Mission Statement and Philosophy of the Strathcona Shelter Society Ltd – A Safe Place.

B. SCOPE: (placement within the organization)

Intensive Case Manager reports to Director Shelter Programs, receives guidance and coordination from Case Manager – Team Lead and works closely with Counsellors, Housing Coordinator, Outreach Worker, Transition Family Support Worker, Child Support Workers, Victim Advocate and Security Consultant.

C. RELATIONSHIPS: (nature of the level of contacts required to accomplish the work – internal, external, government)

1. Internal – Executive Director, Director Shelter Program, Intensive Case Manager – Team Lead, Admin Assistant, Child Support Workers, Counsellors, Housing Coordinator, Facility Support Workers, Victims Advocate, Outreach Worker, Transition Family Support Worker, Security Consultant, Coordinator of Volunteers, and In-house Volunteers.
2. External – Referral agencies and / or professionals.

D. SPECIFIC RESPONSIBILITIES

1. Works closely with the Case Manager – Team Leader, Case Managers, Transition Family Support Worker, Housing Coordinator, and Counsellors to ensure support, information, referrals and advocacy for the clients.
2. Provide intentional, intensive support in addressing client's needs in a manner that returns the agency to the woman and mover her forward in her agenda.
3. Works from the premise that the woman is the one who drives the service plan and ensures that the expressed wishes of the woman are followed when delivering the program.
4. Assess the information and service needs of the family, provides transportation to women and accompaniment for advocacy when required.
5. Carries a caseload of shelter clients and clients in the community that have left shelter.
6. Provides supportive counselling and emotional support as needed.
7. Supports, transports and accompany clients with appointments as needed and as directed.
8. Advocates for the clients with external agencies as needed.
9. Provide information about community resources and assists the client in making the necessary connections to these resources.

10. In collaboration with the Case Manager – Team Lead, Case Managers, Counsellors and other team members conducts an ongoing evaluation and development of the client's service delivery plan.
11. Reports on clients' progress as Case Conference.
12. Maintains accurate and comprehensive written documentation regarding all client interaction, telephone and personal, according to established procedures and ensures that an update in CANFIT is written on women's files.
13. Maintains communication with other members of the team according to established procedures. This includes updating them on any major event occurring with the clients.
14. When there is a need, as directed by Supervisor, performs the duties of a Counsellor, and the duties of housing coordinator.
15. Works on enhancing relationships in the community by increasing the frequency of communication with other agencies that provide essential services to our clients, therefore ensuring coordinated response to address client's needs.
16. Provides outreach services and follow-up with clients departing shelter.
17. Completes other job-related tasks as required.

E. ADMINISTRATIVE RESPONSIBILITIES

1. Submit monthly time sheets according to established procedures.
2. Submit monthly expense reports according to established procedures.
3. Follows the requirements in personnel policy with respect to documentation required for sickness and long term disability.
4. Documents client statistics on each shift according to established procedures.

G. AUTHORITY TO

1. Manages time as there is no overtime paid for this position unless authorized by Management.
2. Claim pre-authorized travel expenses for job-related duties according to established procedures.

H. QUALIFICATIONS:

1. Degree or Diploma in Social Work or equivalent studies (Post-Secondary Education).
2. In depth understanding of the philosophy of the agency.
3. Workable knowledge of the needs of women leaving abuse, their barriers and the purpose of the work that needs to be performed.
4. In depth understanding of safety planning, danger assessment, protocols for strangulation, and knowledge and track record of conducting interviews.
5. Ability to work in non-judgmental manner.
6. Understanding of the resources in the community that can be accessed in order to move women forward.
7. Must have a reliable vehicle and sufficient insurance for transporting clients.
8. Documented proof of a clear Criminal Record Check and Child Abuse Registry Check.
9. Valid St. John's Ambulance First Aid Certificate.

NEW

STRATHCONA SHELTER SOCIETY LTD. – “A SAFE PLACE”

JOB DESCRIPTION

TITLE: Facility Support Worker

TITLE OF POSITION REPORTING TO: Director of Shelter Programs & Services

A. OBJECTIVES – (overall function and purpose of this position)

To provide a safe, clean home environment for the resident families we serve in accordance with established Shelter standards and as governed by health and safety regulations.

B. SCOPE: (placement within the organization)

Facility Support Worker reports to Director Shelter Programs & Services in relation to day-to-day tasks and overall performance evaluation and work closely with Counsellors, Admin Assistant, Volunteer Coordinator and In-House Volunteers.

C. RELATIONSHIPS: (nature of the level of contacts required to accomplish the work – internal, external, government)

1. Internal – Executive Director, Director Shelter Programs & Services, Counsellors, Child Support Staff, Volunteer Coordinator and In-house Volunteers.
2. External – Community donors and service providers.

D. RESPONSIBILITIES:

1. Respond sensitively to clients' emotional and physical needs.
2. Report health and safety concerns.
3. Order groceries / others monitoring household expenditures to meet budget.
4. Ensure that all storage areas are organized and meet health and safety standards.
5. Complete general cleaning duties in accordance with established cleaning schedule.
6. Launder and organize kitchen and house laundry.
7. Follow standardized menus for meal preparation – prepare, serve, clean after meals as required.
8. Pick up, organize and sort food donations as required.
9. Clean clients' rooms as required and report needed repairs.
10. Clean bathrooms as required and report needed repairs.
11. Coordinate special event meals as needed.
12. Clean central vacuum monthly and report needed repairs / maintenance.
13. Monitor house maintenance and report needed repairs.
14. Minor yard work (watering the grounds, shoveling / salting walkways, clearing snow from front / kitchen / back door).
15. Take vehicle for oil change, tire pressure check and maintenance (including registration).

16. Take recycle bottles to Depot.

E. SHARED RESPONSIBILITIES:

1. Participate in the ongoing development of a comprehensive routine of daily, weekly, and monthly household chores to ensure a clean, comfortable and organized home which meets standards set by the Department of Health.
2. Work with in-house Volunteers.
3. Report and update plans with team members.
4. Attend mandatory staff meetings and training.

F. ADMINISTRATIVE RESPONSIBILITIES:

1. Submit monthly time sheets according to established procedures.
2. Submit monthly expense reports according to established procedures.
3. Maintain daily duty log.
4. Access petty cash according to established procedures.
5. Suggest improvements to all areas of the house to Supervisor.

G. QUALIFICATIONS:

1. Grade 12 or equivalent and / or past related experience and demonstrated organizational skills.
2. Valid St. John's Ambulance First Aid Certificate.
3. Documented proof of a clear Criminal Record Check and Child Abuse Registry Check.
4. Valid Driver's License.

