



June 24, 2026

**Sage Haven Society**  
**JOB POSTING**  
**Casual Front Line Support Worker**  
**Transition House**

**Purpose:** The Front-Line Support Worker provides crisis intervention, advocacy, emotional support, safety planning, information, referrals, and practical assistance to women and children accessing Transition House services. Working within a trauma-informed, client-centered, and culturally safe framework, the Front-Line Support Worker supports residents and crisis callers while helping maintain a safe, respectful, and supportive environment.

This position requires sound judgment, professionalism, effective communication, and the ability to respond to complex and often unpredictable situations while promoting client safety, dignity, and well-being.

**Position:** Front Line Support Worker

**Program:** Transition House Program

**Organization:** Sage Haven Society

**Status:** Casual on call as needed, weekends, night and day shifts available

**Site:** Port Alberni Transition House

**Salary:** HSA union Grid 10 \$25.95 - \$29.76. Union Membership required.

**Start Date:** As soon as possible

**Hours of Work:** This is a casual position. Shifts may include days, evenings, overnight shifts, weekends, and statutory holidays in accordance with operational requirements and the applicable collective agreement.

**Benefits:** Extended Health and Dental benefits and Municipal Pension Plan participant available with permanent positions only.

**Skills and Abilities**

- Demonstrated understanding of violence against women, including intimate partner violence and gender-based violence, and their impacts on women and children.
- Strong oral and written communication skills, with the ability to communicate clearly, respectfully, and professionally.
- Ability to work both independently and collaboratively as a member of a multidisciplinary team.
- Ability to work effectively in crisis and high-pressure environments while maintaining professionalism and safety.
- Demonstrated problem-solving skills and the ability to assess situations and respond appropriately.
- Effective time management skills, including the ability to prioritize competing demands.
- Strong planning and organizational skills.
- Demonstrated ability to maintain clear and appropriate professional boundaries.
- Ability to maintain confidentiality and exercise discretion in sensitive situations.
- Demonstrated commitment to trauma-informed, culturally safe, and client-centered practice.
- Demonstrated awareness of diversity, inclusion, and multicultural perspectives.
- Standard First Aid and CPR
- De-escalation and crisis prevention training preferred



- Demonstrated commitment to trauma-informed, culturally safe, and inclusive practice.

**Education:** Degree or diploma in Human Services, Social Work, Psychology, Criminology, Child and Youth Care, Community Support, Gender Studies, or a related field. An equivalent combination of education and directly related experience may be considered. A minimum of one (1) year of experience working in a social service, shelter, crisis response, or community support environment is preferred. Experience supporting women and children affected by violence, trauma, homelessness, or complex social challenges is considered

**Equity, Diversity, Inclusion, and Reconciliation:** Sage Haven Society is committed to building a skilled, diverse, and inclusive workforce that reflects the communities we serve. We encourage applications from qualified candidates of all backgrounds, including Indigenous Peoples, persons with disabilities, members of racialized communities, members of the 2SLGBTQIA+ community, and individuals with lived experience relevant to our work.

**Apply:** By email re: Housing Manager → [laurieh@sagehavensociety.org](mailto:laurieh@sagehavensociety.org) by 4:30 PM on Friday July 17, 2026.

***Only candidates being considered will be contacted.***

Sage Haven Society acknowledges that our work takes place on the traditional, ancestral, and unceded territories of the Tseshaht and Hupacasath First Nations of the Nuu-chah-nulth peoples. We are grateful to live and work on this land and commit to advancing respect, learning, and reconciliation in our workplace and services.