



RELIEF PROGRAM COUNSELLOR (Relief Staff Pool)

The Organization

Ernestine's is an organization that provides support and shelter for women and gender diverse communities, youth and children experiencing violence. Within a solidarity model, Ernestine's acknowledges the multitude of issues facing survivors of abuse and provides crisis intervention and a range of holistic services.

Job Summary

The **Relief Support Worker** is an integral team member that supports the Shelter staff to ensure consistent services and support to residents. Relief staff will undertake the usual duties and responsibilities of the regular Counsellor.

There are regular scheduled shifts, vacation coverages and other ad hoc times, which can include the following shifts: 8am-3:30pm, 3:00pm-11:30pm, awake overnights, weekdays, weekends and Stat Holidays.

This Individual will bring strong interpersonal, conflict resolution and relationship building skills as well as knowledge in providing direct and indirect services to women, Two-Spirit, trans, non-binary and gender diverse individuals and their children escaping violence, advocacy, referrals, crisis intervention, and supportive counseling. The individual will possess a commitment to facilitate cooperative living in a crisis environment through a proven ability of de-escalation and conflict mediation skills, with the demonstrative competency of ensuring safety and security of clients and their children while on shift.

KEY DUTIES AND RESPONSIBILITIES

- Respond to crisis in the shelter and facilitate a co-operative living environment by providing excellent crisis counselling, supportive counselling, and conflict mediation and de-escalation skills.
- Provide one-on-one client support and case management.
- Fosters and maintains a trauma-informed approach and harm reduction framework in their work with clients.
- Develops client-centered plans and goals based in their individual needs; including case management plans and risk management plans.
- Offers client centered solution-focused counselling.
- Provides information on community supports and referrals, including warm referrals.
- Conducts case conferences with clients and involved agencies to support client needs.
- Advocates on behalf of clients with various systems.

Ernestine!^s

Women's Shelter

- Respond to calls on the crisis line, following crisis call procedures.
- Communicates with team members to share information, provide debriefing opportunities and resolve problems.
- Develops and maintains effective and positive interpersonal relationships with all agency staff members, volunteers and external contacts.
- Maintains comprehensive and accurate clients' records.
- Keeps accurate documented statistics of all clients residing at Ernestine's Shelter.

QUALIFICATIONS

- A minimum three years' experience working in a counselling capacity with women, Two-Spirit, trans, non-binary and gender diverse individuals and children who have experienced sexual abuse and/or violence in relationships;
- Post-secondary education and previous front-line shelter work is required;
- Experience providing information and referrals specific to the needs of women, Two-Spirit, trans, non-binary and gender diverse individuals fleeing violence;
- Experience and training in working from an anti-racism/anti-oppression framework, Trauma-Informed care, mental health recovery model and harm reduction framework;
- Demonstrated crisis intervention, risk assessment and management and case management skills;
- Knowledge of the impact of systemic marginalization on women and gender diverse individuals and their children, including sexism, racism, poverty, homophobia, transphobia, and dis/ability;
- Demonstrated competencies in communication, innovation, creative problem-solving, flexibility and adaptability, accountability and strategic and collaborative thinking;
- Demonstrated organizational ability and time management skills to handle caseload requirements, set priorities, compile statistical data and reports for review and evaluation;
- Experience working within a diverse work setting and with a diverse client population;
- Excellent professional & empathetic communication and conflict management skills;
- Flexibility to adapt to client's immediate needs effectively;
- Demonstrated ability to work independently and effectively as part of a team in a collaborative environment;
- Intermediate computer skills, including knowledge of the WISH Database an asset;
- Fluency in a second language considered an asset.

Position Type: Casual/On-Call

Wage \$26/hr.

Please note: The successful candidate prior to hiring requires a vulnerable check, proof of vaccination and CPR.

Ernestine!^s

Women's Shelter

How to Apply: To be considered for this position, please submit your resume and cover letter in a PDF document to humanresources@ernestines.ca, with Relief Program Counsellor on the subject line.

Ernestine's promotes the principles of anti-racist/ anti-oppression and adheres to the tenets of the Ontario Human Rights Code. Ernestine's is committed to inclusion and equity principles; we encourage all women, Two-Spirit, genderqueer, trans and non-binary individuals to apply, including racialized, indigenous and individuals with disabilities to apply. Ernestine's provides accommodation during all parts of the hiring process, upon request, to applicants with disabilities. If contacted, please advise us if you require any accommodation.

While we thank all candidates for their interest, only those selected for an interview will be contacted. No telephone enquiries please.