

WOMEN'S HOUSE SERVING BRUCE AND GREY

JOB DESCRIPTION: COUNSELLOR ON DUTY

Summary

The Counsellor on Duty is responsible for providing service to women in crisis, who access Women's House through the domestic violence, sexual assault, and crisis support telephone lines, emergency non-residential counselling, or the Shelter program. The Counsellor on Duty works full-time, part-time, or relief as part of the Shelter Team within the Shelter in Kincardine, in a unionized position, covering shifts Sunday through Saturday, including days and overnights.

Qualifications

Degree or diploma in social sciences, with an emphasis on social work, and three years working experience with group and individual counselling or crisis support work in a related field.

Required Competencies

- Accountability/Reliability
- Adaptability
- Analytical Thinking/Problem Solving
- Attendance and Punctuality
- Communication
- Critical Thinking
- Decision Making
- Initiative
- Networking and Relationship Building
- Personal Development
- Planning and Organizing
- Risk Management
- Self-Care
- Teamwork/Cooperation

Job Specific Criteria

Abilities, Knowledge, and Skills: demonstrates knowledge of: current issues relating to woman abuse, social justice, the status of women and children in society, anti-racism, anti-oppression, and statistical and program information specific to Women's House services; how to integrate a feminist perspective on social and political issues surrounding women's issues, sexual assault, and violence against women; the complexity of issues arising for women who have experienced abuse, homelessness, substance abuse, poverty, and/or mental illness; crisis response; the impact of violence against women on children; the Model of Change; community resources to assist women; Windows-based computer software, Microsoft Office applications, and strong computer literacy; exhibits the knowledge and skills required to fulfill job duties, as well as the techniques and tools used to do so

Administration: maintains and ensures appropriate record keeping of women and children served and statistical data; submits accurate monthly statistical reports to Manager on time; contributes to, and maintains, pertinent resource materials, and researches credible resources; maintains records for household needs; answers three crisis lines, in addition to business telephone lines

Attitude: displays a positive and cooperative attitude about work and Women's House; builds and maintains working relationships within Women's House; is open-minded and accepting of constructive feedback by peers; demonstrates ability to maintain an impartial and non-judgmental attitude; models to women/children served and other staff, and abides by, the working etiquette for Women's House

Case Management: develops case plans with women/children served and other Women's House staff as required; assists women and children in prioritizing options and developing action plans, and provides appropriate support and assistance in following through on their chosen options; develops and maintains partnerships with other relevant service providers, ensuring case coordination of activities

Community Development: works, on behalf of Women's House, as an advocate for women/children served; interprets the Mission Statement, Statement of Principles, and Strategic Plan of Women's House for the community, and provides information when requested; maintains relations with local community groups/services and community partners; fosters and advocates for social and political change on behalf of sexually assaulted and abused women; ensures the positive promotion of Women's House, its' programs, and the image of people who are victims of violence; communicates the role of programs to others in the community; ensures internal and external relationships contribute to the successful attainment of the goals of Women's House; functions as a resource for community in the area of woman assault and family violence

Confidentiality: respects the confidentiality of all Women's House information, including information pertaining to women/children served, staff, volunteers, and organizational operations

Conflict Resolution: demonstrates effective conflict resolution skills

Counselling: provides case management, direct support, and advocacy; performs feminist model individual and group counselling for women who are survivors of violence; provides a safe environment in which women are encouraged to learn about, identify, and express their feelings; works within a harm reduction framework; educates women on topics including abuse, conflict resolution, alternatives to abusive expressions of anger and other emotions, and self-esteem; assists residents with orientation and adjustment; participates in house meetings with staff and residents to discuss and resolve problems or difficulties, as well as facilitate the division of tasks associated with communal living, and educate in the areas of abuse; provides intervention and support; facilitates the development of individual support systems; responds to crises and requests for information from the community

Crisis Intervention: demonstrates strong crisis intervention skills; provides effective crisis intervention and support; deals effectively with emergencies as they arise

Diversity: demonstrates sensitivity in dealing with members of different cultural and racial backgrounds, including visible and invisible dimensions of diversity; plans and implements flexible and innovative programming which is intersectional in its approach, and which serves women from all backgrounds and with a variety of needs

Health and Safety: works in compliance with the Occupational Health and Safety Act; follows all health and safety policy and procedures; takes reasonable precautions to ensure the health and safety of everyone who may be at risk; identifies and corrects issues that can be addressed immediately; cooperates with the Joint Health and Safety Committee and assists inspectors in carrying out their duties; elects Joint Health and Safety Committee representatives; participates in hazard analysis; reports to the Manager anything at work that is likely to be unsafe or hazardous to the health and safety of staff or anyone else, as well as any contravention of the Occupational Health and Safety Act; reports every accident, injury, illness, or other occurrence arising in the course of, or in connection with work, that has caused injury to staff or another person; participates in health and safety orientation, education, and training; administers first aid treatment, and records treatment, including the circumstances of all incidents requiring first aid

Intake and Screening: assesses the suitability of Women's House services for referrals of prospective women/children served and makes referrals when services are not appropriate; adheres to referral criteria; provides comprehensive assessment of each new referral; completes risk assessment and safety plans for women/children served; ensures that intake is a positive experience for women/children served

Programming: assists residents in learning new life skills, including banking, household management, planning nutritious and economical meals, and matters of hygiene; engages in supportive conversation with shelter residents regarding their household responsibilities and that they participate in shelter maintenance; ensures the shelter is maintained to a high standard of cleanliness and safety; ensures bedrooms are cleaned and ready upon discharge; assigns rooms to new women/children served, and provides for immediate needs; assists women with meal preparation, when possible; prepares weekly needs lists appropriate to number of residents, including groceries, hygiene, cleaning, and supplies; organizes and maintains household supply items; ensures the Shelter operates in a safe, effective, and respectful way for residents and volunteers; develops and supervises a program of enrichment activities for women and children; assumes responsibility for the Shelter and its' residents in the absence of other staff and the Residential Manager; coordinates and supports Program volunteers; demonstrates effective, responsive, and ethical service delivery; participates actively in the development of goals and objectives for the program, and in program evaluation

Quality of Work: completes work with the expected degree of quality; pays attention to detail; quickly identifies and corrects errors before submission/final draft; maintains neatness and adherence to standards

Quantity of Work: completes fair share of assigned workload; meets deadlines consistently; manages time, and simultaneous or conflicting priorities well; performs other duties as directed by members of the Management Team

Referrals: provides appropriate referrals for women served; assists women and children in locating and utilizing community resources

Support and Supervision: actively participates in effective support and supervision sessions with Manager; appropriately participates in annual performance appraisals

Certifications: maintains a valid driver's license, access to a car, and two million liability insurance on vehicle; maintains valid first aid certification