



**HELPLINE COUNSELLOR
FULL TIME
UNION POSITION; SALARY \$26.20
Start date: May 1, 2017**

The Calgary Women's Emergency Shelter is here to support individuals and families in their efforts to live free from family violence and abuse. This is full time union position reporting to the Team Lead of Weekday Emergency Shelter Services. The hours for this position are Monday to Friday 3:00 pm to 11:00 pm, 7 hours per shift, totalling 35.00 hours per week.

Key Responsibilities

As a Helpline Counsellor telephone skills are your biggest asset. You will be providing crisis counselling, assessment & intervention to assist women who are fleeing family violence. How you sound on the phone will help clients feel safe and validated.

As the first point of contact with our agency you will need to quickly gain a vast knowledge of the organization. Responding to all requests for admissions, assessing needs, and referring to other agencies. You will help ensure that residents are safe at all times by screening calls, and using the electronic security systems that monitor the entrances to the Shelter.

Your people skills will shine when assisting residential counselors and staff to facilitate the integration of programs at the Shelter. Hands on organization experience will also be an asset as you keep daily maintenance of files and records.

QUALIFICATIONS:

- B.S.W. or B.A. in Social Sciences or graduate level work in a counselling related discipline is required.
- 2 to 5 years' experience in any of the following areas is required: domestic violence, residential, crisis call centres, child & family services, homelessness, or addictions/mental health issues.
- Exceptionally verbal communication skills.
- The ability to be discreet and maintain confidentiality and to safeguard the security of women and children fleeing family violence and abuse.
- Team work philosophy of collaboration and cooperation is required as it is necessary to coordinate the involvement of other colleagues on the team and throughout the agency.
- Demonstrated strong interpersonal and organizational skills.
- A second language is an asset.

OTHER INFORMATION

- Must have CPR, First Aid & ASSIST certification.
- A criminal records search and an intervention record check are conditions of employment.
- Must be registered with the relevant professional organization as governed by the Health Professions Act.
- In accordance with Canadian immigration requirements, priority will be given to Canadian citizens and permanent residents of Canada.

TO APPLY: Please submit your cover letter and resume via ReachHire. Click here to go to the website:
<http://reachhire.ca/index.php>.

CLOSE DATE: Review of applications begins on April 26, 2017. The position will remain open until a suitable candidate is found.

**The Calgary Women's Emergency Shelter is an equal opportunity employer and is committed to diversity.
We thank all candidates for their interest, only those selected for an interview will be contacted.
We regret that we are unable to accept telephone inquiries.**