



Relief Shelter Counsellor/ Helpline Counsellor

Union Position, \$26.72/hour

The Calgary Women's Emergency Shelter is looking for an individual that believes change is possible, and will thrive in an environment that nurtures families impacted by violence and abuse. Working in a culture of respect and trust together we will build healthy families in our community. We strive to be leaders in our field and believe together we can make a difference.

The Calgary Women's Emergency Shelter is a 24-hour, seven day a week facility. We are seeking relief staff on an on-call basis to cover the following shifts:

- Monday to Thursday: 8:00 am to 4:45 pm & 4:00 pm to 12:45am.
- Monday to Friday: 10:00 am to 6:00 pm.
- Friday to Sunday: 8:00 am to 4:45 pm & 4:00 pm to 12:45 am.
- Saturday and Sunday: 11:00 am to 9:00 pm.
- Monday to Sunday overnight shift: 12:00 am to 8:45 am (includes \$1.50/hour shift premium)

As a Relief Counsellor you will support your peers that work on a regular basis to provide coverage while permanent staff are required to attend staff meetings, retreats, training and other duties. The majority of shifts will be scheduled in advance but there will also be times when you will be called in on short notice.

If you are someone that enjoys working in a fast paced crisis environment and you are able to juggle multiple priorities, process information quickly, and make decisions while facing the challenges of an ever changing environment this job is for you!

Duties and Responsibilities

As a Relief Shelter Counsellor you will be providing crisis counselling, daily maintenance of each case file, developing case management plans, and individual or group counselling. You will ensure residents feel safe at all times; screening phone calls, using the electronic security systems, and meeting daily getting to know each client and supporting them through their challenges.

You will not only act on behalf of your client, but in your role you will contribute to your team by consulting and working with staff and volunteers to facilitate the integration of all programs which clients may participate in, including child support, community, and other programs.

As a Relief Helpline Counsellor telephone skills are you're biggest asset. You will be providing telephone crisis counselling, assessment, and 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.

By joining our team you are joining a diverse culture that embraces the differences among us. Being open and willing to hear and listen to others is one of the biggest assets you can bring to our team.

Skills and Qualifications

- B.S.W. or B.A. in Social Sciences or graduate level work in a counselling related discipline.
- A minimum of 2 years' previous experience in any of the following areas is required: domestic violence, child & family services, homelessness, or addictions/mental health issues.
- Previous experience working within Scott Miller's Feedback Informed Treatment is an asset.
- Discretion, tact and ability to maintain confidential information.
- Self-motivated with strong self-management ability is essential.
- 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.
- Strong communication skills (oral and written) in English. A second language would be an asset.
- Demonstrated effective and engaging interpersonal skills.
- Strong organizational skills with strengths in prioritization and efficiencies.
- Able to multi-task and adapt to various situations.
- Keen attention to detail and strong work ethic.

Other Information

- A flexible work schedule is essential, with the ability to work a variety of weekday and weekend shifts. Priority will be given to those that are able to work on weekends and overnight.
- CPR, First Aid, and ASSIST certification is required.
- Ongoing training and development is a required condition of this position.
- A criminal records search and an intervention record check are conditions of employment.
- If a holder of an eligible educational degree, candidate must be registered with a 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 resume and cover letter via Reachire <http://reachire.ca/index.php>.

CLOSE DATE: Review of applications begins on **February 23, 2018**. The position will remain open until filled.

The Calgary Women's Emergency Shelter is committed to diversity and inclusion within its workforce, and encourages qualified candidates from all genders, religious, ethnic and social backgrounds to apply.

**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.**