



Crisis Intervention Worker (\$19/hr)

**Four (4) full time positions, relief/on call, and weekends
(8-4pm and 4-12AM, 12-8AM (this shift is paid at \$20/hr))**

Summary: Under the direction of the Supervisor the Crisis Intervention Worker ensures a secure, empowering environment for women, provides crisis intervention and emergency services, client assessments, intakes, plans of care, and resource support. In accordance with Native Women's Centre policies and procedures, pertaining to shelter services and acts as a support system to Indigenous women, and those that identify involvement with abuse, violence, and homelessness. This program provides emergency response for survivors of lived experiences domestic violence and/or abuse. Advocates maintain an appropriate professional relationship while working as a proactive member of the Native Women's Centre staff.

STATEMENT OF QUALIFICATIONS

- Post-Secondary education/degree/certificate/diploma in Child and Youth Work, Social Work or relevant discipline or a minimum of three years equivalent combination of work and volunteer experience in the provision of services regarding family violence and/or other relevant disciplines.
- Must provide two work written letters of reference
- Must have own reliable form of transportation
- Must be able to provide a current Criminal Records Search including a Vulnerable Sector Screening Report upon offer of employment
- Employee will be required to expand and enhance their knowledge, abilities and personal suitability and be able to demonstrate/implement these requirements on an on-going basis.
- The Crisis Intervention Worker (CIW) provides operational and programming support to all women and their children while residing at Honouring the Circle. Assists in maintaining a safe, secure, empowering environment for all women to ensure that an opportunity to create realistic plans regardless of physical, mental, spiritual or emotional situation/background is provided.
- Assists in ensuring support services are provided with an anti-racism/anti-oppression view. The CIW is responsible for the operation of the residence in accordance with policies and procedures and all applicable laws, by-laws, rules, regulations and Acts. The IWC HTC maintains an appropriate professional relationship while working as an effective member of the NWC team.

KNOWLEDGE:

- Native Women's Centre mission, vision, programs, and objectives
- Understanding of family violence and the dynamics of abuse and its effects on individual, family and community
- Awareness of traditional and non-traditional community resources, Indigenous culture and traditions
- Community diversity concerning culture, values and customs, assimilation and the impact on the community
- Traditional life cycle responsibilities (human growth and developmental stages)

- Awareness of local community resources

ABILITY:

- To keep abreast of new theories and approaches in the field of family violence
- To plan and facilitate safe therapeutic counselling
- To maintain a case management system
- To communicate at a high oral and written level
- To work independently and without direct supervision
- To competently operate office equipment; computers, photocopiers, fax machine
- To develop and maintain quality time management skills
- To maintain a good rapport with external resources
- To assess, prioritize and complete multiple responsibilities
- To work flexible hours
- To be punctual
- To work in a highly stressful environment

STATEMENT OF DUTIES

- The Crisis Intervention Worker will fulfill the requirements of this position under the direct supervision of the Supervisor.

Plan and facilitate safe therapeutic counselling to individuals and /or families by providing:

- service that adheres to the requirement set out by the Ministry's Residential Licensing Manual
- accurate and complete intake packages
- orientation to the environment and counselling process
- complete comprehensive assessments, circle of life self-assessment and plan of care
- ongoing assessment of short- and long-term goals as identified in plan of care regular individual sessions
- group sessions or family/medication sessions according to need crisis counseling intervention
- monthly programming (i.e. life skills development, recreation and outings) assistance in the gathering and development of traditional and non-traditional resource material
- telephone support and home visits as deemed necessary and safe support as an advocate and liaison
- referrals to appropriate resources
- transportation when assessed as appropriate
- submitting documentation for feedback, revision and approval
- updating client contact sheets and case management tracking sheets
- identifying and developing safety plans for high risk situations
- reporting all disclosures, safety plans and serious occurrences to appropriate authorities

- completing charting
- filing of incoming / outgoing correspondence
- following up with referrals, revising plan of care, reviewing all current case files completing discharge summaries evaluations
- securing all files in a designated secured storage area
- repairing and participating in case conference(s) / review(s) as deemed necessary
- organizing / attending all relevant case management meetings
- collecting, recording, storing, dispensing and locking of all medications
- Possess a thorough knowledge and understanding of all protocols relating to the emergency services (i.e., HPS/FVRU, Boards of Education, Missing Persons Reporting protocol, CCAS/CAS reporting).

Prepare, conduct and maintain administrative duties in a timely manner by:

- adhering to and abiding by the contents of the Native Women's Centre operations manual, completing and submitting weekly timesheets, appropriate leave forms, monthly reports, Professional/Personal Development requests and summaries as identified
- individual and group summary reports as required
- assisting in the development of annual work and training plans
- assisting in any evaluation process and / or review as required by funding sources
- completing all requirements of supervision (preparation, participation and completion)
- attending to all mandatory meetings and training as required
- submitting all internal and external documentation to immediate supervisor for review and signature
- completing all duties in the strictest of confidence
- assisting and planning of menus, purchasing of groceries and supplies when required

Promote a supportive, respectful and harmonious team environment by:

- working cooperatively and in coordination with all staff members
- communicating concerns with all staff members in a sensitive, direct manner to promote understanding and resolution
- providing compassion / nurturance to those involved with Native Women's Centre who are experiencing death / tragedy e.g. cooking
- participating in special events related to Native Women's Centre initiatives to encourage wellness and spirit
- assisting in general housekeeping and maintaining safety requirements
- informing / liaising with other agencies / community members about family violence from an Indigenous perspective
- planning, implementing and / or assisting with fund raising activities
- being willing to participate in personal therapeutic healing process and provide documentation as required/requested

- relating to one another with respect and kindness to promote the principles of the Good Mind, peace, and Ganohkwa
- promoting Indigenous principles, values, beliefs, language and customs ongoing maintenance of personal and professional growth and development

PERSONAL SUITABILITY:

- Sensitive to other cultures, customs and traditions
- Maintains and respects healthy boundaries with all individuals
- Able to demonstrate personal and professional ethics; responsibility, initiative and co-operation
- Cooperates with others to foster teamwork
- Objective, respectful and sensitive in the performance of all duties

Preference will be given to those applicants with Aboriginal ancestry

Native Women’s Centre is committed to staffing employee’s representative of the urban Indigenous population we serve. We encourage First Nation, Métis, Inuit, and Indigenous applicants to apply and please self-identify in the cover letter.

Selection Process: The position will be filled through a review of application packages and resulting interview process. We thank you for your interest, however, only those applicants selected for an interview will be contacted. No phone calls, please.

CLOSING DATE: March 29, 2019

To apply submit a completed application package to:
Native Women’s Centre

Email: ed@nativewomenscentre.com

FAX: 905-664-1101

By mail: 1900 King Street East, P.O. Box 69036,
Hamilton, ON L8K 1W0

Completed application package **must include:**

- 1) Cover letter
- 2) Resume
- 3) Two (2) current written employment references

Mark envelope or put in subject line: **“Crisis Intervention Worker/Confidential”**
Please specify **full time** or **relief** position

***Only those selected for interview will be contacted. * Nya weh / Miigwetch**