

Employment Opportunity
Open to internal and external candidates

Position: Full Time Crisis Intervention Counsellor
Position Type: Contract
Salary Range: \$52,980
Reports to: Manager of the Crisis Response Program
Application Deadline: January 24th, 2025
Application Process: Submit resume and cover letter to
resumes@vspeel.org

*****PDF FORMAT ONLY*** Applications in formats other than PDF will not be opened.**

VSOP is committed to equity, diversity, and inclusion. People from equity seeking groups are strongly encouraged to apply and self-identify. If we contact you, please advise us prior to the interview should you require any accommodation.

Victim Services of Peel (VSOP) is a charitable organization whose mission is to build hope and resiliency by providing 24/7 crisis and emotional support. We provide a range of programs that are united in the goal of supporting victims of crime or tragic circumstances residing within the Region of Peel. These programs include Crisis Support, High Risk and Human Trafficking Services, the Victim Quick Response Program+, Transitional Housing Support Program, Bail Court Notification Program, Safe Centre of Peel Partnership, the South Asian Family Enrichment program and others.

Position Title:	Crisis Intervention Counsellor –
Reports to:	Manager of the Crisis Response Program

Position Summary

Crisis Intervention Counsellors provide immediate crisis counselling, emotional and practical supports to victims of crime and tragic circumstances in Brampton and Mississauga. This includes but not limited to homicide, assault, human trafficking, intimate partner violence, sexual assault, gun violence, robbery and sudden tragedy such as suicide, motor vehicle or workplace accidents/fatalities, and sudden death.

RESPONSIBILITIES:

Client Services

- Respond immediately to requests for services from the Peel Regional Police and community agencies to provide crisis intervention, emotional support, and practical assistance to victim of crime and sudden tragic events by attending the scene or providing assistance by phone.

- Conduct client needs assessments and provide referrals or linkages to long term case management programs.
- Assess safety concerns and critical care needs, develop/update individualized safety plans.
- Advocate and liaise with other community agencies to provide wraparound support.
- Attend bail court (when in-person service resumes) as required to advocate for victims.
- Complete applications for the Victim Quick Response Program Plus (VQRP+) in support of high-risk clients.
- Work from a client centred approach, trauma informed, and anti – oppressive frameworks.
- Maintain confidential client files, accurately documenting intervention/case notes in database.
- Complete all required agency reporting including quantitative and qualitative data.
- Support volunteer team through coaching and mentoring.

Mentorship, Coaching and Training

- Assist in the training of staff and volunteers by actively participating in the onboarding and job training process; supervise placement students.
- Attend and present at periodic community events including those geared towards youth, for training of new police recruits & agency fundraising activities.

Community Advocacy

- Represent VSOP at a variety of community/stakeholder committees.
- Participate in workshops and seminars to maintain and develop job related skills.
- Actively engage in periodic fundraising events, representing the agency and supporting the event.

EDUCATION:

- College or university diploma/degree in social or human services field including, but not limited to Social Work, Social Service Worker.

EXPERIENCE AND KNOWLEDGE:

- One year experience working within a community agency providing crisis intervention and emotional support along with client advocacy services.
- Knowledge and ability to work from a client centered, anti-oppression framework that incorporates trauma and violence informed practice.
- Strong assessment, interviewing and crisis intervention skills, including suicide risk assessment and safety planning particularly for those at risk of harm from intimate partner violence.
- Knowledge of legal system (both criminal and family law), intimate partner violence, trauma, and the criminal justice system.
- General knowledge of the social service system and community resources in the Region of Peel.
- Bilingualism and/or ability to speak French and/or languages predominant in the Region of Peel will be considered a strong asset.

SKILLS AND COMPETENCIES:

- Ability to maintain confidentiality, act with diplomacy and professionalism while exercising sound judgement in work with clients and external agencies.
- Flexibility, time management and multi-tasking skills.
- Exceptional interpersonal and communication skills
- Excellent interpersonal skills with the ability to use conflict resolution skills as necessary.
- Comfort working in a fast-paced environment which at times means working under pressure due to the nature of a crisis environment.
- Computer proficiency including Microsoft Office and experience working with a client database.

WORKING CONDITIONS:

- Position will require working from the VSOP offices, attending scenes in the community, and attending VSOP court office as required and scheduled.
- Successful completion of a Peel Regional Police detailed criminal background check and annual renewal check is required to secure and maintain employment.
- Shifts on a rotating basis (Mon-Fri/Tues-Sat/Sun-Thurs and hours: 7am-3pm, 11am-7pm, 3pm-11pm) including statutory holiday shifts.
- Access to a car/driver's license required, Class 'G' License preferable. Minimum \$1 million auto insurance policy with public liability/property damage coverage-submit proof of insurance annually.