



## Job Posting Relief Counsellor

Union Classification: Casual Relief Counsellor

Number of Hours: Hours and time of day will vary. Candidate must be available for day, afternoon, and overnight shifts on weekdays and weekends. Relief Counsellors are scheduled based on their availability and the needs of the shelter.

Wage Rate: \$26.82 per hour

### Gillian's Place

As one of the first shelters of its kind in Ontario, Gillian's Place brings over 45 years of experience and expertise in gender-based violence service in Niagara. Since 1977, we have grown from an eight-bed emergency shelter to a multi-site provider of free and confidential services that support women, children, genderqueer, Two-Spirit, trans, and non-binary individuals escaping the cycle of violence and abuse. Today, these services include a 34-bed emergency shelter, second-stage housing, a 24/7 phone or text crisis support line, safety planning, expert counselling, child and youth programs, legal advice and support, education and violence prevention programs, and a transitional housing and support program.

### Beyond the paycheque. Why you want to join our team!

We are an organization where you can realize your aspirations and achieve your personal and professional goals in an inclusive and supportive environment

- We are a dynamic and talented team who collectively provide practical compassionate client-centered care to those who have experienced gendered abuse
- We invest in our team through training, professional development opportunities, and wellness initiatives
- We are committed to inclusion, diversity, equity, and access

### Position Summary

In this position, you will be responsible for filling in vacancies within the counselling department and responding to the day-to-day needs of the shelter, its residents, and the crisis support line. Within the context of the organization's mission, vision, and values, the Casual Relief Counsellor is responsible for providing education, support, and counselling to clients surviving abuse/violence. You will work with shelter residents, walk-in clients, and those seeking support via our crisis support line. Your role includes crisis intervention, triaging the day-to-day and urgent needs within the shelter and amongst clients, assessing client danger, and creating and reviewing individualized safety plans.

As with all employees of Gillian's Place, this individual has a solid understanding of gender-based violence and a commitment to providing superior service to our clients.

### **Responsibilities**

- Assess clients for appropriate intake and provide support to clients who admit to the shelter by reviewing admission procedures, and providing shelter information and tours
- Support clients who live at Gillian's Place to follow through on their case plans and provide counselling support on issues of abuse as needed.
- Answer the crisis/support call-in and text line, conduct safety assessment and planning, and provide support as needed
- Assist in referring clients to services in the community as needed.
- Keep accurate and complete documentation in the client management system
- Understand and apply the frameworks within which the organization operates, including but not limited to harm reduction, trauma-informed counselling, and intersectional feminist frameworks
- Stay up to date on Gillian's Place safety and emergency procedures, ensure the safety of clients and the shelter, and manage emergencies as necessary
- Execute crisis intervention, de-escalation, and active listening skills
- Staff the front desk as required, including monitoring cameras and doors, assisting with administrative tasks
- Assist in preparing Family and Children Services Reports, per Duty to Report requirements
- Upkeep of shelter as needed, such as turning over rooms, laundry, cleaning communal spaces and offices
- Assist with food services as required, such as meal prep, serving food, cleaning up and assistance with putting away food donations
- Perform all other duties as assigned

### **Qualifications Required:**

- Post-secondary diploma/degree in social work, or related field.
- An understanding of gendered violence, particularly Intimate Partner Violence.
- First Aid/CPR Certification
- Vulnerable Sector Police Check

### **What you need to succeed:**

- Are non-judgmental and client-centred
- Deal with stressful situations in a calm manner, make critical decisions, and solve problems effectively
- Understand risk and use sound judgment
- Are organized, detail-oriented and professional

- Possess excellent assessment and reporting skills
- Contribute to a professional, healthy team and individual environment
- Possess knowledge, skills and abilities related to counselling people who have experienced abuse
- Understand the impact on children who have witnessed abuse
- Maintain strict confidentiality in all job and organization related matters
- Improve and support ongoing team development

Gillian's Place is an equal opportunity employer that actively encourages applications from people of colour, First Nations/Aboriginal individuals, newcomers and immigrants, members of the 2SLGBTQ+ community, people of all abilities, and members of other underrepresented communities. We value the unique perspectives and experiences these individuals bring to our team. Accommodations are available on request for candidates taking part in all aspects of the selection process. Any applicant who communicates the need for accommodation shall be considered in a non-discriminatory and respectful manner.

All interested applicants should apply in writing to [humanresources@gilliansplace.com](mailto:humanresources@gilliansplace.com)

Please be advised we only contact applicants who are selected for an interview.