



DURHAM REGION

Crisis Intervention Counsellor

Victim Services of Durham Region is a non-profit charitable organization working in cooperation with community partners to assist victims of crime and tragic circumstance. We are seeking a full-time Crisis Intervention Counsellor to provide trauma-informed, victim-centered supportive services. The successful candidate will be required to work varying shifts, including evenings, weekends and a rotational on-call schedule.

Responsibilities

Client Service Delivery

- Provide clients with trauma-informed crisis intervention, emotional support, needs assessment, safety planning, practical assistance and appropriate referrals, based on individual client needs.
- Maintain time-sensitive delivery response for telephone follow-up, office appointments and on-scene requests for service.
- Responsible for 24-hour response line when on shift, assessing client needs and dispatching volunteers as needed, including attendance on scene as required.
- Responsible for volunteer direct service needs while on shift.
- Perform other related duties as assigned.

Office Administration

- Deliver VSDR service in Durham Region in accordance with the agency's mandate, policies, and procedures.
- Work cooperatively in a team environment with the VSDR Board of Directors, Executive Director, staff, police and fire services, volunteers and community representatives.
- Maintain strict client confidentiality as per agency policy and procedures.
- Document and maintain statistics and reports regarding service delivery as required.

Training & Outreach:

- Consult and liaise with local community service agencies, programs, police and the community as required, to promote the VSDR program, exchange information and establish and maintain a cooperative alliance.
- Educate police, fire and emergency services personnel in the appropriate use of the VSDR program.
- Actively participate in volunteer and student training, including mentorship and supervision.



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Required Qualifications

- Possess a degree in social services, psychology or related field (BSW/MSW preferred).
- Minimum three years of direct service experience in crisis intervention and risk/needs assessment. Experience working with marginalized/vulnerable clients, including persons victimized by crime, domestic violence, sexual assault, human trafficking, and suicide .
- Previous experience working from a trauma-based, harm reduction and sex-positive perspective.
- An awareness of how sexual exploitation, addiction, mental health and poverty impact victims/survivors.
- Well versed in anti-oppressive practice and have a strong understanding of the social determinants of health.
- Excellent communication, interpersonal and organizational skills.
- Knowledge of social service organizations and services provided by community agencies to arrange appropriate referrals for clients, foster co-operation, and build effective partnerships and educational networks.
- Understanding of victims' issues, the criminal justice system, and the not-for-profit sector.
- Proven ability to use computer software and database tools.
- Successful completion of a detailed criminal background check.
- Must have a valid driver's licence, access to a vehicle and car insurance.
- Bilingualism is an asset.

Posting Details

In keeping with our ongoing efforts to promote equity and reflect the diversity of Durham Region, we encourage applications from individuals who reflect the diversity of the community we service including, but not limited to, visible minorities, Indigenous people, persons with disabilities and persons of any sexual orientation or gender identity. If you believe you can meet this challenge, please submit your resume.

Deadline to apply by: November 4, 2018

Email resume to: ckalish@drps.ca

Successful application start date: As soon as possible.

No phone calls please, only eligible candidates will be contacted for an interview.

*** All offers of employment are subject to a Criminal Records Check satisfactory to the employer. Prior to making an offer of employment to a candidate, references will be verified and must be acceptable to VSDR. A comprehensive background check will include a police/criminal check, personal history evaluation, financial credit check, education check, license and insurance verification, as well as a home visit may be required. Reference and background checks may not be limited to these and will be approved by the Organization. ***