

SHELTER COUNSELLOR
WEEKEND DAYSHIFT (Fri, Sat, Sun)

About Yellow Brick House

Yellow Brick House is a leading provider of life-saving services to women, families and children who have experienced violence and abuse. We offer emergency shelter, individual, group and child counselling, legal support services, transitional housing support, and public education programs.

POSITION OVERVIEW

To provide support to individuals identifying as female and their children who are temporarily residing in the shelter.

RESPONSIBILITIES

Direct Service:

- Provide counselling to women traumatized by the abuse they have experienced on an as needed basis
- Acts as a resource to clients in the areas of mental health, harm reduction and the dynamics of gender-based violence
- Provides crisis intervention to residents by telephone, text, or in-person
- Conducts intake and discharge interviews with residents as required
- Assists individuals who identify as women to understand the cycle of violence and the effects of violence on themselves and their children
- Provides support to address individuals who identify as women's needs in a communal living setting
- Overall monitoring of the shelter(s) to ensure safety for all residents and staff
- Liaise with community resources as necessary, in assisting and supporting residents throughout the shift (i.e. hospital, police, Children's Aid Society, etc.)

Documentation:

- Maintains daily confidential, pertinent, accurate and non-judgmental logging on each client as per Yellow Brick House procedures

Maintenance and Administration:

- Follow the duties and responsibilities specified under the Occupational Health & Safety Act Sections 28
- Ensure adherence to established safety, quality, compliance, and housekeeping standards and participate in the continuous improvement process
- Attends mandatory and development training as required
- Ensure that health and safety standards of the office are met
- Ability to recognize and address building maintenance issues as needed.

Engagement

- Communicate fully and openly with supervision; keeping supervisor fully informed of relevant client and staff member information, at all times
- Active positive participation in regular team meetings
- Maintain a positive approach and a professional manner at all times
- Keeps up-to date on issues relating to gender-based violence and evidence-based practices for intervention as it pertains to woman and children
- Maintain community awareness of Yellow Brick House programs throughout York Region
- Acts as a Brand Ambassador for the Yellow Brick House
- Other duties as assigned

PERFORMANCE MEASURES

- Accurate completion of all documentation as required
- Meet all Department goals and objectives
- Meet all timelines as established on assigned projects and daily administration

QUALIFICATIONS REQUIRED

- Completion of a social services diploma
- 2 to 3 years' experience working with a diverse clientele
- Mental health/addiction counselling experience would be an asset
- Knowledge and understanding of abuse/violence against women and children
- Working knowledge of application of Anti-Oppressive and Feminist frameworks
- Language requirement preferred: Excellent English skills required, as well as other language used widely by Yellow Brick House client population (ie. Spanish, Arabic, Cantonese, Mandarin, Farsi etc.)
- Proficiency in Microsoft Word, e-mail and the Internet
- A current police vulnerable sector screening (VSS) is required by the successful candidate prior to hiring
- Must be able to work flexible hours including days, evenings and weekends
- Must be available (Thurs Aft) for team meetings
- Valid Driver's License and confirmation of \$1M liability insurance.

SKILLS REQUIRED

- Familiar and comfortable with technology-assisted platforms, specifically video conferencing using MS teams, Zoom, etc
- Knowledge of WISH database management is an asset
- Computer proficiency in Microsoft Office, Google Docs, Internet and other standard platforms.

CORE COMPETENCIES

- Excellent interpersonal skills required in order to facilitate effective communication with clients, families, community and team members
- Demonstrated ability to prioritize a varied workload and meet deadlines
- Demonstrated excellent written and verbal communication skills
- Ability to respond rapidly and decisively to crisis situations both in person and by telephone
- Demonstrated ability to work well individually and within a team structure
- Demonstrated cross cultural awareness and sensitivity particularly as it pertains to gender-based violence.
- Ability to work within an anti-racism, anti-oppression framework

WORKING CONDITIONS

Works in a comfortable environment either inside or outside in typically pleasant conditions. Typical conditions are such that no risk of any injury or harmful effect is likely.

Yellow Brick House would like to thank all applicants for their interests; however only those selected for an interview will be contacted.

Yellow Brick House is an equal opportunity employer, and we will accommodate your needs under the Ontario Human Rights Code. Upon individual request, hiring processes will be modified to remove barriers to accommodate those with disabilities. Should any applicant require accommodation through the application, interview or selection processes, please contact the Human Resources Department for assistance.

Please be advised that in order to be eligible for employment at Yellow Brick House, all new hires must have received the full series of a COVID-19 vaccine or combination of COVID-19 vaccines approved by Health Canada (e.g., two doses of a two-dose vaccine series, or one dose of a single-dose vaccine series); AND have received the final dose of the COVID-19 vaccine at least 14 days prior to the hired employee's first date of employment. Medical exemptions or any other kind of requested exemption based upon the Yellow Brick House's obligations pursuant to the Ontario Human Rights Code will be considered on a case-by-case basis.

Please submit your resume to jobs@yellowbrickhouse.org