



Women's Shelter of York Region, Inc.

Job Posting

- Position:** Relief Women's Advocate
- Status:** On-call, casual
- Shifts:** Days, Evenings, Nights, Weekends
- Location:** Working at locations throughout York Region, as assigned.

Job Profile

The Relief Women's Advocate provides immediate and responsive crisis counseling, in person and by telephone, to all person(s) who identify as women and their children, affected by violence. Service delivery includes crisis intervention, information dissemination, supportive counselling, advocacy, safety planning, referrals, problem solving and goal setting. Participation in, and promotion of, co-operative living within the shelter is another component of this position. Sandgate Women's Shelter of York Region Inc. works within a harm reduction, feminist and intersectional framework; following the mission, vision and guiding principles of the organization.

Roles and Responsibilities

A. Crisis Intervention

- Provide crisis intervention and supportive counseling through the crisis support line and in-person at the shelter(s)
- Conduct safety risk assessment(s)
- Development of woman-centered, proactive safety planning; on the crisis support line and in person at the shelter(s) for all women and children

B. Counseling/Support Services

- Provide solution focused counseling to women in the shelter(s) and on the crisis support line
- Conduct the intake and discharge process for all women and their children who access services within the shelter(s)
- Assist women through the process of navigating the social services system and provide relevant referrals; as per the woman's individual needs
- Advocacy on behalf of all women and children



- Liaise with relevant resources and organizations within the community
- Participate in program planning and evaluation through in-house programming, volunteer programs, goal planning, service delivery plans and work plans
- Assist women in completing individualized, weekly service delivery plans, with an emphasis on problem solving and moving forward. Follow up on outcomes from case management

C. Administration and Documentation

- Understand and comply with all organizational policies, procedures and service delivery guide, including safety, security and emergency procedures
- Always demonstrate cultural sensitivity
- Collect and report relevant data and statistical information, as required
- Completion of all administrative aspects of the position, including but not limited to, database updates, monthly reports, communication logs, women's notes, intake, and discharge documentation

D. Housekeeping and Security

- Participates in the regular maintenance of the shelter
- Adheres to all emergency practice procedures
- Monitors incoming calls, visitors, and property, following all safety and confidentiality policies
- Adheres to all health and safety requirements
- Maintains full confidentiality of the organization, as per policy

E. Other

- Participate in the orientation and training of new employees and students, including job shadowing
- Attendance at relevant meetings and events, as required
- Travel and work anywhere within York Region, as required
- Additional duties, as assigned

Requisite Qualifications and Competencies

A. Knowledge

- Knowledge of trauma, substance use, mental health, and their interaction(s) with violence against women
- Knowledge of the social services system(s) and ability to effectively navigate within it
- In depth knowledge of York Region's resources and services
- Experience working within a unionized environment

B. Skills

- Crisis intervention and counseling skills
- Experience working with, and acceptance of, women of diverse backgrounds, socioeconomic statuses, and linguistic skills
- Demonstrated organizational and time management skills, including the ability to prioritize and multi-task to achieve or surpass identified goals
- Demonstrated ability to work independently and as a part of a team



- Excellent verbal and written communication skills to communicate effectively with all service users and coworkers through various tools and techniques
- Demonstrate active listening and ability to respond appropriately when interacting with individuals or in groups
- Ability to find solutions to problems and provide workable solutions
- Demonstrated professionalism and a positive work ethic within communication skills, interpersonal effectiveness, and conflict resolution
- Ability to liaise effectively with community agencies and the public
- Takes initiative to respond effectively to changes in direction and priorities
- Fluency in a second language would be considered an asset

C. Qualifications

- Post secondary degree or diploma in a relevant discipline (i.e., social work, social services, psychology, women's studies) or equivalent experience will be considered
- One to two years of related experience
- Commitment to continuing education on women's issues, with a particular emphasis on violence against women
- Intermediate competency with computer hardware and software, including Microsoft suite of products and databases
- Fluency in French language would be considered an asset
- Valid CPR/First Aid certification, is an asset

D. Position Requirements

- Flexible schedule as shifts may rotate, 24 hours a day, 7 days a week
- Flexibility to work in, and travel to, any part of the region (all organizational locations), as per operational requirements
- Valid driver's license, reliable vehicle, and work-related insurance
- Attendance at internal and external meetings and events; based on operational requirements
- Commitment to, and promotion of, a women-centered service; working within a feminist analysis in all aspects of the organization
- Respect and value for community diversity
- Support and advocate a commitment to anti-racist, anti oppressive framework within all job duties
- Commitment to always maintaining confidentiality within organizational policies and procedures
- Positively represent the organization at all times

This position reports to and is supervised by the Shelter Manager.

Application procedures:

In keeping with our ongoing efforts to promote equity and reflect the diversity of York Region, we welcome applications from Aboriginal Women, Women of Color, Immigrant women, Lesbians, and other women from the LGBTTTIQQ community, women with disabilities and Women from other diverse groups to apply. Apply in writing at saditag@sandgate.ca by the above-mentioned date at 5:00pm

We thank all applicants. Only those considered for an interview will be contacted. No telephone calls or other enquiries please.