

Crisis Intervener

Hours: Full-time, 37,5 hours per week, 24/7

Location: Moncton, NB

Since 1981, Crossroads for Women has been empowering and assisting survivors of domestic violence and sexual assault by providing education, resources, emergency shelter, and crisis intervention 24/7 for South Eastern New Brunswick. Our Transition House welcomes more than 250 women and 115 children every year.

Duties & Responsibilities:

Programming & Intervention:

- Responding to crisis calls and visits, assessing situations, making appropriate referrals to community agencies, and assisting with problem areas/barriers;
- Providing positive and non-judgemental interactions, crisis intervention, rapport and relationship building with residents, supportive listening and practical assistance in consultation with other members of the team;
- Assisting women in accessing and obtaining government and community programs and services, and navigating various systems (advocacy);
- Responding to emergency and crisis situations following appropriate procedures, ensuring the safety and security of all staff and residents at all times and providing support to other staff in crisis situations;
- Participating in the design and implementation of workshops, and group activities for the residents;
- Preparing bedrooms upon admissions and departures;
- Planning daily chore chart and conducting daily room checks, assuring the overall cleanliness of the shelter and preparing meals (supper);
- Adhering to all Crossroads for Women's protocols and practices;
- Understanding the legal responsibilities and moral imperative to report suspected child abuse to Child Protection Services;
- Identifying, suggesting, and implementing creative and innovative improvements to services, policies and programming;
- Participating in staff meetings and professional development trainings as required;
- Being adaptable to scheduling or any necessary changes;
- Supporting the team in carrying out its programming and in achieving its objectives;
- Ensuring that the mission and mandate of the organization are followed.

Documentation Skills:

- Recording information and maintaining client files, log book, incident reports and other files pertinent to the operation of the shelter;
- Keeping statistics on residents and on the programming offered;

Qualifications:

- Post-secondary diploma/degree in social work or related field (an asset)
- Demonstrate written and spoken competence in English and French (an asset);
- Possess the capacity to critically assess situations objectively, make sound decisions and follow-up appropriately;
- Exhibit strong interpersonal and communications skills;
- Work with empathy, enthusiasm and non-judgmentally;
- Have acquired good strategies to deal with conflict and stress;
- Are flexible in a fast paced work environment and have the ability to multitask
- Have the ability to work in a team and independently;
- Understand issues relevant to women and have a strong interest in working to end violence against women;
- Respect and maintain the confidentiality of the residents and shelter.

Requirements:

- A criminal record & vulnerable sector check is a condition of employment.
- A social development check is a condition of employment.
- First Aid/CPR certificate

Working hours, term of position, and benefits:

- Full-time, 37.5 hours per week in a 24/7 environment
- Medical/dental/vision benefits after 3-month probationary period
- RRSP plan with employer contribution after one year of service
- 3 weeks vacation
- Access to EAP program

Previous training in Counseling, Psychology, Suicide Intervention, Child Development, and other relatable skills would be an asset. Applicants must be available to work days, evenings and nights.

Crossroads for Women is dedicated to creating a workplace that reflects the diversity of the community it serves and welcomes applications from all qualified candidates. Only candidates selected for an interview will be contacted.

Please forward your resume and cover letter to Jennifer Wood, HR Generalist & Community Engagement Manager by Friday, May 27th, 2022 to: recruitment@crossroadsforwomen.ca