



Crisis Intervener

Crossroads for Women is a not-for-profit organization with an established safe and secure reputation offering services to women and their children, living with family violence, since 1981. Each year, between 200 to 300 women and children fleeing family violence, seek refuge at Crossroads.

Responsibilities include:

- Responding to crisis calls and visits, assessing situations, making appropriate referrals to community agencies, and assisting with problem areas/barriers
- Recording information and maintaining client files, log book, incident reports and other files pertinent to the operation of the shelter
- Offering non-judgemental counseling and supporting residents and their decisions
- Preparing bedrooms upon admissions and departures
- Planning daily chore chart and conducting daily room checks, assuring the overall cleanliness of the shelter
- Other related duties as assigned

As an ideal candidate for this position you:

- Demonstrate written and spoken competence in English and French.
- 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-judgementally
- Have acquired good strategies to deal with conflict and stress
- Are flexible in a fast paced work environment and have the ability to multi-task
- 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
- Previous training in Counseling, Psychology, Suicide Intervention, Child Development, CPR and other relatable skills would be an asset.

Applicants must be available to work days, evenings and nights.