



## SHELTER COUNSELLOR Permanent – Full-time

Reporting to the Shelter Supervisor, the Shelter Counsellor plays a pivotal role in overseeing the operation of a 24-hour Emergency Shelter designed to provide refuge and support to clients who have experienced abuse. The Shelter Counsellor ensures that individuals seeking assistance receive compassionate care, empathetic counselling, and access to essential resources. They are responsible for creating a safe and supportive environment within the shelter, where clients can seek solace and begin their journey towards healing and empowerment. Additionally, the Shelter Counsellor remains vigilant and responsive to crisis situations, providing immediate assistance and guidance to those in need.

### Responsibilities will include:

- Providing supportive counselling, along with information and referrals to essential legal, medical, and housing services, as well as other community resources.
- Responding appropriately to crisis situations via telephone, text messages, and walk-ins.
- Completing necessary administrative tasks including record-keeping, intake procedures, reports, and data entry.
- Developing and implementing safety plans for clients and assisting them with referrals for housing search and applications in the community.
- Ensuring routine maintenance and security procedures are upheld within the shelter environment.

### Qualifications and Core Competencies:

- Post-Secondary Education in the Social Service field or equivalent experience and specialized training
- Registered or eligible for registration with OCSWSSW
- Knowledge of violence against women and children, mental health, addictions, harm reduction and homelessness issues
- Feminist / ARAO/ Intersectionality working perspective
- Interpersonal and conflict resolution skills
- Crisis intervention and problem solving skills
- Strong supportive and non-judgemental listening, empathy and interpersonal skills
- Communication and report writing skills
- Organizational skills and the ability to prioritize
- Ability to work both cooperatively as a team member and independently
- Advanced knowledge of community resources and how to access them
- Skills in the use of a personal computer for word processing
- Knowledge of shelter facility management, ok with pets on site
- Police Vulnerable Sector Check

**Hours of Work:** A rotating schedule of day, afternoon, evening, and weekend shifts  
Average 35 hours per week

**Compensation:** \$24.71 - \$28.60 per hour

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20 Bredin Parkway, Orangeville, Ontario L9W 4Z9 tel 519-942-4122 fax 519-942-8243

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The successful candidate will join a compassionate, caring and forward-thinking family of professionals. We provide an attractive benefits package that includes vacation, sickness and personal time. As well, we provide flexible work arrangements.

Our steadfast feminist and family-first approach guides the work we do. We are committed to ensuring that FTP continues to boast strong staff retention and satisfaction through consistent collaboration, communication, skills and culture development opportunities throughout our organization.

Our commitment to our internal agency values of compassion, respect, inclusion, continuous learning and integrity is unwavering, and we are striving to create a culture rooted in inclusiveness. We are committed to unlearning biases and working towards undoing systemic racism and oppression towards, Black, Indigenous, People of Color, 2SLGBTQ+ and all marginalized identities.

We are focused on innovation and enhancement of our services for our clients; we are equally focused on creating a workplace that 'works' our staff. We are deeply proud of the culture we have developed, and the staff who continue to help us shape it. We'd love to have you join us!

Family Transition Place is committed to equity, diversity, and inclusion in all aspects of employment. We encourage applications from all qualified individuals, including those with diverse backgrounds and those with disabilities. Accommodation is available upon request for candidates taking part in all aspects of the selection process.

Family Transition Place is dedicated to achieving a workplace that reflects the diversity of the community it serves and welcomes applications from all qualified candidates. We thank all applicants, however, only candidates selected for an interview will be contacted.

**Please forward your resume to**  
**Email: [jobapplication@familytransitionplace.ca](mailto:jobapplication@familytransitionplace.ca)**

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