



## SHELTER COUNSELLOR - OVERNIGHTS

### Permanent – Part-time

Reporting to the Shelter Supervisor, the Shelter Counsellor - Overnights plays a vital role in ensuring the safety and smooth operation of our 24-hour Emergency Shelter during nighttime hours. This position provides a secure, supportive, and empathetic environment for individuals seeking refuge from abuse. The Overnight Shelter Counsellor is responsible for offering compassionate care, crisis intervention, and access to essential resources to clients during their most vulnerable moments. They maintain vigilance throughout their shift, addressing emergencies promptly and supporting clients with non-judgmental counselling and advocacy. This role is key to fostering a safe and nurturing space where clients can begin their healing and empowerment journey.

#### Responsibilities will include:

##### 1. Individual Advocacy and Counselling:

- Ensure the safety and security of shelter clients at all times.
- Provide individual counselling, support, and education related to abuse and trauma.
- Facilitate intake and discharge procedures and offer options related to community, legal, and social resources.
- Support the development of life skills such as budgeting, cooking, and parenting to promote independent living.

##### 2. Team Collaboration and Service Planning:

- Maintain proper safety and health standards.
- Document services provided and ensure accurate statistics.
- Share critical shift information with oncoming staff.
- Respond to client feedback to improve services.

##### 3. Crisis Support:

- Respond to crisis calls, text messages, and walk-ins.
- Make appropriate community referrals and maintain confidentiality.

##### 4. Community Advocacy:

- Participate in social justice awareness initiatives and community projects.
- Maintain an understanding of how patriarchy and oppression contribute to violence against women.

#### Qualifications and Core Competencies:

- Post-secondary education in Social Services or a related field.
- Eligible for registration with the Ontario College of Social Workers and Social Service Workers (OCSWSSW).
- Knowledge of issues surrounding violence against women, including intersections with mental health and addictions.
- Ability to work from an Anti-Racism and Anti-Oppression lens.
- Strong interpersonal, conflict resolution, and crisis management skills.
- Excellent communication, organizational, and report-writing skills.

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- Maintain professional boundaries and a feminist philosophy approach.
- Vulnerable Sector Police Clearance Certificate (must remain valid throughout employment).
- Valid driver's license and insurance for client transport.
- CPR and First Aid Certification.

**Physical/Mental Effort:**

- Handle changing priorities and crisis situations calmly and effectively.
- Use empathy, listening skills, and sound judgment to address client needs.

**Working Conditions:**

- Shelter facility operating 24/7, with overnight shifts, including weekends and holidays.
- Quiet environment with periods of busyness or interruptions.

**Hours of Work:** AWAKE overnight shifts 11:00pm – 8:00am, weekdays or weekends  
Average up to 27 hours per week

**Compensation:** \$23.17 - \$28.60 per hour

The successful candidate will join a compassionate, caring and forward-thinking family of professionals. 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 the below address before 4:00pm 20<sup>th</sup> December 2024**  
**Email: [jobapplication@familytransitionplace.ca](mailto:jobapplication@familytransitionplace.ca)**

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