



**Employment Opportunity**  
**Open to Internal Candidates**

**Position:** High Risk and VQRP+ Crisis Intervention Counsellor  
**Position Type:** Full Time (35 hours per week, hybrid), Contract to March 31, 2027  
**Salary Range:** \$55,000  
**Reports to:** Director of Client Services  
**Application Deadline:** May 25, 2026  
**Application Process:** Submit resume and cover letter to [resumes@vspeel.org](mailto:resumes@vspeel.org)

**\*\*\*PDF FORMAT ONLY\*\*\*** Applications in formats other than PDF will not be opened.

*VSOP is committed to equity, diversity, and inclusion. People from equity seeking groups are strongly encouraged to apply and self-identify. If we contact you, please advise us prior to the interview should you require any accommodation.*

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**Victim Services of Peel (VSOP)** is a registered charity, our mission is to provide comprehensive, trauma-informed, culturally responsive, 24/7 support to individuals and communities in Brampton and Mississauga, helping them recover from the impact of crime or sudden tragedies. VSOP works in close partnership with Peel Regional Police and community partners to fulfill its mission and mandate.

**POSITION SUMMARY:**

The position supports the High-Risk Program in providing crisis intervention, immediate wrap around support, safety devices and planning, short-term case management, system navigation, linkages and referrals to long term community supports, and completing eligible VQRP+ applications for individuals experiencing incidents of major crime in the communities of Brampton and Mississauga. Incidents of major crime include high risk intimate partner violence, sexual assault, human trafficking, serious assault, homicide etc.

**ESSENTIAL FUNCTIONS**

**Direct Service Responsibility:**

- Assess and provide crisis support services, system navigation, short-term case management, and referrals/linkages to appropriate services and/or agencies within the community via the telephone and/or in person (office/ in community/ on scene attendance).
- Conduct individualized safety planning with persons who have been victimized through crime or tragic circumstance.
- Assessment client eligibility for personal mobile GPS alarms of PPG clients, onboard clients for the mobile GPS alarm including assisting the client complete all necessary paper work, liaise with PRP and Safetracks, test and monitor GPS alarm ongoing, maintain a waitlist and statistical data.
- Assess the critical care needs and enhanced services of persons (HT, IPV clients) immediately following their victimization and facilitate linkages to community-based services, and case management. Facilitate follow-up contacts with victims to ensure their safety and address

requests for additional support services.

- Assess VQRP+ eligibility, and facilitate VQRP+ supports
- Respond to crisis situations and requests from Peel Regional Police and other community services for victim assistance via telephone and/or in person (office/ scene attendance).
- Conduct needs assessment to provide relevant information and refer clients to long term case management programs within and outside Victim Services of Peel (VSOP).
- Advocate on behalf of clients and liaise with other community agencies and professionals regarding clients to provide wraparound, system navigation, and short term case management support.
- Maintain confidential client files and document client case notes within the VSOP database. Discuss with individuals and families the effects of cycle of violence and the effects of violence on children, along with other relevant VAW (Violence Against Women) information.
- Cover Crisis Response Program shifts in emergencies when required.
- Other duties as assigned.

#### **Education and Training Responsibilities:**

- Support volunteers by attending volunteer training one weekend twice a year.
- Support training of volunteers e.g. with shadow shifts or in office as required.
- Participate in community presentations & fundraising initiatives as required.
- Supervise student placements in the program.
- Support the onboarding process for new in-office crisis volunteers and staff.
- Supervise a placement student.

#### **Administrative and Organizational Responsibilities:**

- Maintain and reconcile VQRP+ receipts and invoices from the Ministry of Children and Community Social Services to ensure all payments are made and reimbursed.
- Complete all required statistical reports.
- Complete monthly reports as determined by supervisor.
- Actively participate in monthly supervision sessions with Director of Client Services, including an annual performance appraisal.
- Actively participate in staff meetings
- Participate in agency fundraising events.
- Represent agency on committee(s) as determined by Director of Client Services.
- Maintain good staff and community relationships.
- Participate in relevant workshops and seminars to develop new skills as required by the agency.
- Other related duties as assigned.

### **JOB SPECIFICATIONS**

#### **EDUCATION:**

- College or university diploma/degree in social or human services field including, but not limited to Social Work, Social Service Worker.

#### **EXPERIENCE AND KNOWLEDGE:**

- Minimum of 1-2 years experience working within a community agency providing community-based crisis intervention support, short term counselling, case management and advocacy services.
- Knowledge and demonstrated ability to work from a client centered, anti-oppression,

harm reduction, and trauma informed frameworks.

- Strong assessment, interviewing and crisis intervention skills, including suicide risk assessment and safety planning particularly for those at risk of harm from intimate partner violence.
- Knowledge of legal system (both criminal and family law), intimate partner violence, trauma, and the criminal justice system.
- General knowledge of the social service system and community resources in the Region of Peel.
- Bilingualism and/or ability to speak French and/or languages predominant in the Region of Peel will be considered a strong asset.
- Understands and demonstrates experience of working with diverse communities within the Region of Peel.
- Demonstrates ability to be flexible and to work under pressure.
- Excellent interpersonal, written, and verbal communication skills.
- Demonstrates time management skills and efficiency in multi-tasking.
- Computer proficiency.

#### **SKILLS AND COMPETENCIES:**

- Ability to maintain confidentiality, act with diplomacy and professionalism while exercising sound judgement in work with clients and external agencies.
- Flexibility, time management and multi-tasking skills.
- Excellent interpersonal skills with the ability to use conflict resolution skills as necessary.
- Comfort working in a fast-paced environment at times means working under pressure due to the nature of a crisis environment.
- Computer proficiency including Microsoft Office and experience working with a client database.

#### **WORKING CONDITIONS:**

- Flexible hours (some weekends and evenings)
- Position will require working from the VSOP office locations including, attending scenes in the community
  - Hybrid model: two days on site one week, three days onsite second week
  - **Please note:** The Hybrid working model can change to an in office working model with appropriate notice.
  - Flexible working hours to meet the needs of clients and agency.
  - Be available to cover peers' onsite schedule during their vacation
  - Vacation/absences need to be coordinated with peers so that there is always at least one High Risk counsellor onsite
- Successful completion of a Peel Regional Police detailed criminal background check and annual renewal check is required to secure and maintain employment.
- Position requires shift work on rotating basis
  - Includes working weekends and statutory holidays as required.
- Access to a car and driver's license is required; possession of Class 'G' License is preferable.
  - A vehicle including a minimum of \$1 million automobile insurance policy with public liability and property damage coverage; proof of insurance must be provided on an annual basis.
- All responsibilities are to be performed in keeping with the philosophical framework set out in the Vision, Mission, and Values of VSOP.