

**Employment Opportunity**  
**Open to internal and external candidates**

<b>Position:</b>	Crisis Intervention Counsellor
<b>Position Type:</b>	Part time, in office
<b>Salary Range:</b>	To commensurate with experience
<b>Reports to:</b>	Director of Client Services
<b>Application Deadline:</b>	Ongoing
<b>Application Process:</b>	Submit resume and cover letter to <a href="mailto:resumes@vspeel.org">resumes@vspeel.org</a>

**\*\*\*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)** VSOP is a registered charity dedicated to building hope and resiliency through 24/7 compassionate and empathetic support to victims of crime and sudden tragedy in the cities of Brampton and Mississauga. VSOP works in close partnership with Peel Regional Police and community partners to fulfill its mission and mandate.

**Position Summary**

Crisis Intervention Counsellors provide immediate crisis counselling, emotional and practical supports to victims of crime and tragic circumstances in Brampton and Mississauga. This includes but not limited to homicide, assault, human trafficking, intimate partner violence, sexual assault, gun violence, robbery and sudden tragedy such as suicide, motor vehicle or workplace accidents/fatalities, and sudden death.

**RESPONSIBILITIES:**

**Client Services**

- Respond immediately to requests for services from the Peel Regional Police and community agencies to provide crisis intervention, emotional support, and practical assistance to victim of crime and sudden tragic events by attending the scene or providing assistance by phone.
- Conduct client needs assessments and provide referrals or linkages to long term case management programs.
- Assess safety concerns and critical care needs, develop/update individualized safety plans.
- Advocate and liaise with other community agencies to provide wraparound support.
- Attend bail court (when in-person service resumes) as required to advocate for victims.
- Complete applications for the Victim Quick Response Program Plus (VQRP+) in support of high-risk clients.
- Work from a client centred approach, trauma informed, and anti – oppressive frameworks.
- Maintain confidential client files, accurately documenting intervention/case notes in database.
- Complete all required agency reporting including quantitative and qualitative data.
- Support volunteer team through coaching and mentoring.

### **Mentorship, Coaching and Training**

- Assist in the training of staff and volunteers by actively participating in the onboarding and job training process; supervise placement students.
- Attend and present at periodic community events (when in-person activities resume) including those geared towards youth, for training of new police recruits & agency fundraising activities.

### **Community Advocacy**

- Represent VSOP at a variety of community/stakeholder committees.
- Participate in workshops and seminars to maintain and develop job related skills.
- Actively engage in periodic fundraising events, representing the agency and supporting the event.

### **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:**

- One year experience working within a community agency providing crisis intervention and emotional support along with client advocacy services.
- Knowledge and ability to work from a client centred, anti-oppression framework that incorporates trauma and violence informed practice
- 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.

### **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.
- Exceptional interpersonal and communication skills
- Excellent interpersonal skills with the ability to use conflict resolution skills as necessary.
- Comfort working in a fast-paced environment which 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:**

- Position will require working from the VSOP office, attending scenes in the community, and attending VSOP court office as required and scheduled.
- Successful completion of a Peel Regional Police detailed criminal background check and annual renewal check is required to secure and maintain employment.
- Shifts on a 24/7 rotating basis including overnight, weekend and statutory holiday shifts as required.
- Access to a car/drivers license required, Class 'G' License preferable. Minimum \$1 million auto insurance policy with public liability/property damage coverage-submit proof of insurance annually.