



140 ISLINGTON AVENUE  
ETOBICOKE, ON M8V 3B6  
**TELEPHONE** 416 252 7949  
**FAX** 416 252 1520

[www.womens-habitat.ca](http://www.womens-habitat.ca)

**Women's Habitat of Etobicoke**  
**Job Description**  
**Part-Time, Overnight Shelter Trauma Counselor**  
*Non-Management Classification*  
*Contract to June 1, 2025*  
*(Contract, Part-Time, 28.5hrs/wk, Friday-Sunday 9:45pm-7:15am)*

**REPORTS TO:** Manager of Residential Services

**COLLECTIVE BARGAINING UNIT POSITION CUPE 3877:** Yes

**DIRECT REPORTS:** None

**AGENCY SUMMARY**

Women's Habitat of Etobicoke (WHE) is a feminist, multi-service, community-based organization in South Etobicoke, serving diverse women\* and their dependents experiencing violence and poverty since 1978. In 2006, WHE opened an outreach centre to respond to the increasing needs for services for victims and survivors of domestic violence.

WHE offers transformational services and programs in two distinct locations to address the impact of violence and poverty on women and their dependents which includes, safety audits, safety planning, trauma-informed crisis and ongoing counseling services, housing support services, advocacy and referrals to settlement and community resources, as well as skills and capacity building for promoting healthy relationships and prevention of gender-based violence.

\*self-identified individuals

**JOB SUMMARY:**

The Overnight Shelter Trauma Counsellor position is for our emergency anti-violence against women shelter. The primary responsibility of the Overnight Shelter Trauma Counsellor is to practice from a trauma-informed approach in working with shelter residents including one to one counselling, advocacy, referrals and support to residents.



A United Way member agency

Registered Charities  
No. 12912-2065RR-0001



140 ISLINGTON AVENUE  
ETOBICOKE, ON M8V 3B6  
**TELEPHONE** 416 252 7949  
**FAX** 416 252 1520

[www.womens-habitat.ca](http://www.womens-habitat.ca)

## **RESPONSIBILITIES:**

### **Trauma-Informed Intake and Assessment**

- Conduct risk audits and on-going safety planning using a trauma-informed approach
- Use a trauma-informed approach to provide crisis counselling and support to residents who have experienced trauma
- Conduct residents' intake procedures.
- Answer 24/7 crisis line and provide trauma-informed crisis counselling and support by phone.
- Conduct resident needs assessments

### **Trauma-Informed Case Management and Ongoing Service**

- Supports residents' goal planning
- Provide support and assistance to residents throughout their stay at the shelter.
- Provide information on and referrals to a variety of resources (legal, housing, education, health, child support, etc.)
- Plan, execute and evaluate group activities (groups on life skills, self-esteem building, sustainable livelihoods, etc.)

### **Administration and Planning**

- Set program goals and objectives in conjunction with the Manager of Programs and Client Services.
- Maintain appropriate records and statistical information including internal database.
- Maintain up to date resident records including relevant case histories, interventions, and daily program activity reports.
- At all times, maintain and protect the confidentiality of resident information.
- Attend internal meetings as required.

## **CORE COMPETENCIES:**

Each employee will adhere to, and reflect in all areas of their work, the policies, procedures, mission, vision and values of Women's Habitat. Therefore, each employee will have the following competencies:

1. Ensure that the Health and Safety guidelines are followed in accordance with the policies and procedures of the agency.



140 ISLINGTON AVENUE  
ETOBICOKE, ON M8V 3B6  
**TELEPHONE** 416 252 7949  
**FAX** 416 252 1520

[www.womens-habitat.ca](http://www.womens-habitat.ca)

2. Ensure appropriate notification of child abuse as required by the Child and Family Services Act.
3. Adhere to and abide by Women's Habitat's harm reduction philosophy.
4. Ability to conduct trauma-informed work when dealing with agency clients.
5. Understand and adhere to the Ontario Human Rights Code at all times and in all aspects of your work.
6. Understand and implement anti-oppression and equity principles in all aspects of your work.
7. Ability to respond to a crisis in ways appropriate to one's role at Women's Habitat.
8. Demonstrate willingness and the necessary skills to attend to conflict and tension with colleagues and non-client stakeholders.
9. Engage in constructive communication with peers, staff, clients, volunteers and other stakeholders, share information in an appropriate and timely manner and adhere to the agency's confidentiality agreement.
10. Ability to critically examine how you carry out your role and takes responsibility for the impact of your behaviours on others.
11. Demonstrate a commitment to continuous learning in order to ensure the delivery of high quality service.
12. Has the ability to work collaboratively as part of an effective team to best meet the evolving needs of clients and advocate on their behalf.
13. Build strong working relationships and communication with colleagues, the management team and other stakeholders to ensure optimal efficiency and fulfillment of Women's Habitat's mandate.
14. Ensure timely, accurate and effective communication with regards to Women's Habitat and/or program specific policies and procedures.
15. Able to manage competing and conflicting priorities effectively and efficiently.
16. Flexible and open to learning new concepts.

## QUALIFICATIONS

- A Diploma or Degree in Social Work from a recognized post-secondary institution
- A minimum of 3 years' experience in trauma-informed crisis counselling, including group work.
- Working knowledge of the Mental Health Act Ontario, Child Protection Act, Ontario Human Rights Code, etc.
- Knowledge of the issues of gender-based violence
- Extensive knowledge of community resources, including resources for individuals with precarious immigration status, relevant legislation and social justice issues.



140 ISLINGTON AVENUE  
ETOBICOKE, ON M8V 3B6  
**TELEPHONE** 416 252 7949  
**FAX** 416 252 1520

[www.womens-habitat.ca](http://www.womens-habitat.ca)

- A critical understanding of trauma-informed, harm reduction, feminist, anti-oppression, anti-racist principles and frameworks and the demonstrated ability to incorporate them in all aspects of their work.
- Demonstrated knowledge and application of the intersections of violence, trauma, mental health and addiction
- Extensive and applied knowledge of crisis intervention techniques.
- Demonstrated knowledge and application of the intersections of violence, trauma, mental health and addiction
- Knowledge of and application the intersections of colonialism, oppression and marginalization and experiences of trauma.
- Ability to problem solve and manage crises effectively to support safety of clients and colleagues and promote overall health safety
- Ability to respect and promote an inclusive work environment to uphold the Culture of Wellness
- Ability to perform harm reduction supports are required for this position and may include but are not limited to: administration of Naloxone.
- Ability to maintain professional boundaries at all times.
- Ability to work equitably and collaboratively with cultural, racial, economic and socially diverse communities.
- Understanding of the relationship of substance use and experiences of trauma.
- Ability to assess a situation quickly and take appropriate action that will ensure the safety of all residents.
- Excellent organizational and interpersonal skills.
- Excellent computer literacy skills.
- A trauma certificate is an asset.
- First Aid CPR/AED certification is required
- Valid Vulnerable Sector Check is required
- WHMIS training is an asset.

Women's Habitat is unionized through CUPE Local 3877 and this position is within the bargaining unit.

**Hourly Wage:** starting at \$26.17/hr

**Accommodation:** Should you require an accommodation to participate in the recruitment and/or



140 ISLINGTON AVENUE  
ETOBICOKE, ON M8V 3B6  
**TELEPHONE** 416 252 7949  
**FAX** 416 252 1520

[www.womens-habitat.ca](http://www.womens-habitat.ca)

selection process we will be happy to accommodate as best we can. Please let us know by emailing:  
[hr@womens-habitat.ca](mailto:hr@womens-habitat.ca)

**Application:** To apply for this position please forward your resume and cover letter to Human Resources at [HR@womens-habitat.ca](mailto:HR@womens-habitat.ca).