

## Crisis Intervener

**Crossroads for Women**

**May - August**

**35 hours/week**

**\$14.00/hour**



**MountAllison**  
Experiential Learning &  
Career Development

[Crossroads for Women](#) is a not-for-profit organization with an established safe and secure reputation offering services to women and their children, living with family violence, since 1981. Each year, between 200 to 300 women and children fleeing family violence, seek refuge at Crossroads.

### Tasks include:

- Responding to crisis calls and visits, assessing situations, making appropriate referrals to community agencies, and assisting with problem areas/barriers;
- Providing positive and non-judgmental interactions, crisis intervention, rapport and relationship building with residents, supportive listening and practical assistance in consultation with other members of the team;
- Assisting women in accessing and obtaining government and community programs and services, and navigating various systems (advocacy);
- Responding to emergency and crisis situations following appropriate procedures, ensuring the safety and security of all staff and residents at all times and providing support to other staff in crisis situations;
- Participating in the design and implementation of workshops, and group activities for the residents;
- Recording information and maintaining client files, logbook, incident reports and other files pertinent to the operation of the shelter;
- Keeping statistics on residents and on the programming offered;
- Preparing bedrooms upon admissions and departures;
- Planning daily chore chart and conducting daily room checks, assuring the overall cleanliness of the shelter and preparing meals (supper);
- Adhering to all Crossroads for Women's protocols and practices;
- Understanding the legal responsibilities and moral imperative to report suspected child abuse to Child Protection Services;
- Identifying, suggesting, and implementing creative and innovative improvements to services, policies and programming;
- Participating in staff meetings and professional development trainings as required;
- Being adaptable to scheduling or any necessary changes;
- Supporting the team in carrying out its programming and in achieving its objectives;
- Ensuring that the mission and mandate of the organization are followed.

### As an ideal candidate for this position you:

- Demonstrate written and spoken competence in English and French (preferred);
- Possess the capacity to critically assess situations objectively, make sound decisions and follow-up appropriately;
- Exhibit strong interpersonal and communications skills;

- Work with empathy, enthusiasm and non-judgmentally;
- Have acquired good strategies to deal with conflict and stress;
- Are flexible in a fast-paced work environment and have the ability to multi-task
- Have the ability to work in a team and independently;
- Understand issues relevant to women and have a strong interest in working to end violence against women;
- Respect and maintain the confidentiality of the residents and shelter.

Preference given to students with the following interests or academic programs: Education, Criminology, Social work, Family Studies, Psychology.

To apply, please submit a targeted cover letter and resume (as one pdf document) to [careers@mta.ca](mailto:careers@mta.ca) by *January 31, 2020*.