



Support Line Worker External Posting - Summer Contract Positions (2) South Location

The Organization:

Interim Place is a dynamic anti-violence organization providing shelter, counselling and advocacy supports for women*, youth and children experiencing violence in the Region of Peel. Interim Place offers a positive work environment for its employees and service excellence to its clients. We are committed to ending violence against women by acknowledging and addressing the multitude of barriers facing women who have experienced violence and by providing crisis intervention and a range of supports and services. Interim Place works within a feminist, anti-oppressive, anti-racist, queer and trans positive, disability positive, harm reduction framework.

**We use an inclusive definition of "women" and welcome Two-Spirit, gender queer, trans and non-binary people to Interim Place.*

The Opportunity:

Reporting to the Program & Services Coordinator, the Support Line Workers will provide support to the Women's Counsellor Advocates by answering our Support Line. Our Support Line is a resource for anyone who has experienced violence and their friends and families. The Support Line Worker will provide information, referrals and emotional support to survivors of violence and their supporters.

Key Responsibilities:

- Under the support of Women Counsellor Advocates, provide immediate response and support to callers on the crisis line.
- Listen, validate and offer information and options to callers.
- Respond to callers who are in crisis and use de-escalation techniques to support them.
- Provide risk assessment and safety planning for callers.
- Complete intakes into the shelter program.
- Provide referrals to callers to our Community Support and Outreach Program and Sexual Violence Counselling Program.
- Maintain documentation in our WISH data base system.

Qualifications:

- This position requires knowledge of Gender-Based Violence, Feminism, Anti-Racism, Anti-Oppression and Harm Reduction.
- Must have experience and/or training with crisis intervention, support, and/or advocacy with survivors of Gender Based-Violence.

The Canada Summer Jobs Program requires that the candidate meet the following criteria:

- Be between 15 – 30 years of age at the start of employment;
- Be a Canadian citizen, permanent resident or person to whom refugee protection has been conferred under the Immigration and Refugee Protection Act; and
- Be legally entitled to work in Canada in accordance with relevant Ontario legislation and regulations.

Hours: 37.5 hours (5 days per week) for 16 weeks, 9am or 1pm shift start.

Rate: \$14 per hour



To apply:

Please forward a resume and cover letter in PDF format, subject line: Support Line Worker Application, by 5pm, Tuesday, March 17, 2020, via email to businessmanager@interimplace.com.

No phone calls, please. We thank all applicants for applying, however, only those selected for an interview will be contacted.

We will provide employment accommodation (i.e. an accessible location, technical aids, accommodation during the interview, rescheduling of interviews that fall on religious holidays, etc.) if we are advised of an applicant's needs in advance of any part of the selection process.

Interim Place is committed to the development of an organization that reflects the community and women it serves. Applications from indigenous women, world majority women/women of colour, lesbian, gay, bisexual, trans and queer women, consumer survivors and women with disabilities are strongly encouraged.

Date of Posting: March 4, 2020

Deadline: March 17, 2020

