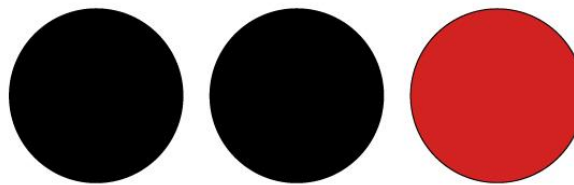




**BATTERED WOMEN'S
SUPPORT SERVICES**



Safety Changes Everything

Crisis Line and Intake Program Co-ordinator

Organizational Overview

At BWSS, we believe that safety changes everything. BWSS provides a matrix of services for advocacy, centering survivors, all while working towards legal and systemic change. Since 1979, with committed staff, volunteers, and an overwhelming community of supporters, we've supported thousands of survivors. With the ongoing growth and development of the organization, through innovation, passion, and commitment our ultimate goal is to end gender-based violence.

Highlight

Fuse your commitment to social justice by leading teams of volunteers on the frontline to end violence against women and gender-based violence.

As the Crisis Line and Intake Program Co-ordinator, you promote the mission, vision, values and analysis of BWSS. You are first and foremost, committed to ending gender-based violence. You have a deep understanding and application of an intersectional feminism that is grounded in decolonial and anti-oppression framework especially in your leadership and in your support of survivors of sexual and domestic violence. You are an advocate.

Summary

You will have the opportunity to lead, plan, develop, implement, and oversee the day-to-day operation of the crisis line, intake, all while working in collaboration with the Training Co-ordinator to deploy the volunteer training program delivering at least three training sessions annually.

You'll Be Responsible for...

- In addition to the crisis and intake line, you will work within a multidisciplinary team to ensure an effective response for survivors who are dealing with the impacts of violence and abuse in collaboration with our matrix of support services and external resources.
- Your work will include providing emotional support, information, and referrals to survivors of violence in relationships, sexual assault, physical and sexual childhood abuse, criminal harassment, elder abuse, dating violence as well as other forms of violence against women and gender-based violence.
- Service delivery will occur in person, over the phone, via email, text and chat.
- Along with your strong crisis intervention skills and expertise, you will provide safety and lethality assessment, safety planning, information, and referral

Accountability

- Reports to the Director of Clinical Practice and Direct Services
- Adheres to the constitution, statement of philosophy, policies, and procedures of the Society;
- Regularly participates in debriefing and case consultation with BWSS staff and the Director of Clinical Practice and Direct Services;
- Regularly participates in monthly program staff meetings;
- Readily discusses her work with BWSS colleagues and her supervisor;
- Addresses personal issues that arise during the course of her work at BWSS by attending therapy including EAP, or through other appropriate venues;
- Represents the Society positively and professionally with the community.

You Must Have...

- Demonstrated expertise working with, scheduling, training, and supervising a large volunteer team.
- Demonstrated knowledge the Canadian criminal legal system as it relates to sexualized and domestic violence and how to advocate within this system.
- Demonstrated experience in group facilitation.
- Honed your capacity through a minimum of two years managing volunteers and grounded in a minimum five years training and education in directly related disciplines.
- Your definition of woman includes transgender, Two-Spirit, cisgender, intersex, transfeminine and femme individuals. You are sex worker positive. Your analysis and practice grows from an understanding of the impacts of violence within 2SLGBTQI+ communities.
- Understanding of the importance of communication, collaboration and integrity form the basis of your approach to interpersonal and professional relationships. Focused, energetic, very organized, great teaching skills, strong feminist analysis, leadership skills, relational and diplomatic.
- An approach includes an analysis and practice that creates opportunities for increased accessibility for survivors who have disabilities.

You'll Be Successful If...

- You have a strong dedication to supporting survivors
- You are committed to helping end gender-based violence
- You thrive in regular participation in individual and group clinical supervision.
- You prioritize the mission of the organization
- You're extremely organized and detail-oriented
- You're comfortable working in a fast-paced, high-intensity work environment
- You prioritize well and manage all aspects of your work well
- You take initiative
- Strive to create trusting, respectful, and supportive relationships with the Leadership Team, other BWSS staff and volunteers;
- At BWSS, all services and initiatives apply a trauma and violence informed approach to respond to survivors living with complex trauma. Therefore, you take into consideration the

impact of trauma and gender socialization on mental wellness including but not limited to eating “disorders”, substance use, and understand harm reduction on the continuum with abstinence.

Classification

- This is a permanent part time position
- 32 hours per week \$ \$28.39 per hour
- Tuesday to Friday 9-5pm, Wednesday rotation and some other evenings may be required 12:30 to 8:30 pm This position requires union membership.

Preferential and limited hiring assists BWSS to achieve diverse and equitable representation in the workplace, and to recruit employees whose identities enrich the ways in which we accomplish our mission and serve the community. As a result, preference will be given to Indigenous women, Black women, racialized women, women who are disabled, femmes, transfeminine and women from other equity seeking groups.

Send cover letter and resume detailing how you meet or exceed these qualifications to Battered Women’s Support Services jobs@bwss.org. This posting will remain open until filled.

No phone calls or messages through social media, including LinkedIn, please.