

# truenorth

a safe place for those impacted by abuse

## **Part-time Crisis Intervention Worker (Temporary)**

### **True North - Strathmore, Alberta**

Established in 1993 and located 35 minutes east of Calgary in Strathmore, Alberta, True North is a registered non-profit organization that provides ongoing support and services to adults and children who are affected by family violence. We are committed to a vision of a future where our community is free of violence and our citizens are empowered to resolve conflict in peaceful and productive ways.

Our success is achieved by offering a slate of programming that is diverse and reflective of the needs of the families and community we serve. This includes an emergency shelter program that temporarily houses up to 25 individuals and/or families, as well as outreach, early intervention and public education programming that serves the community at large. We also provide 'wrap around' services such as family violence prevention services in partnership with the RCMP and Alberta Justice. We are considered a valuable service provider in the community and are a member of the Alberta Council of Women's Shelters (ACWS).

This is an opportunity, where True North is seeking a **Temporary Part-Time Crisis Intervention Worker** with skills in supportive counselling, case management, advocacy, court support, safety planning, and community referrals. This position reports to the Team Leads and/or Programs Manager.

**This position is available beginning on February 24, 2025. This is a temporary position ending on August 24, 2025, with potential to become permanent based on organizational need and grant funding agreements.**

### **The Role**

48 hours bi-weekly.

#### Week One:

Tuesday - Thursday – 8:00am-4:00pm

#### Week Two:

Tuesday – Thursday – 2:00pm – 10:00pm

**The Role:** In keeping with the mandate of True North, all Crisis Intervention Workers are responsible for assisting in the development, implementation and assessment of the services provided to adults and children residing at the Shelter. The primary goal is to assist shelter clients during this transitional period, to help them gain an understanding of family violence and to role model and teach alternative methods of dealing with family conflict, tension, and/or stress through effective communication and networking resources.

## **True North**

Box 2162 | Strathmore, AB | T1P 1K2  
403-934-6634 ext.0  
general@truenorthab.com

[www.truenorthab.com](http://www.truenorthab.com)



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## General Duties:

- Build strong, professional relationships with clients through engagement and active listening skills,
- Ensure that professional boundaries and practices are implemented in conjunction with ACSW and CASW ethical codes
- Provide orientation, support and crisis intervention to each adult resident daily,
- Provide telephone supportive counseling to individuals seeking crisis support and referrals,
- Be proficient in the service delivery process: engagement, crisis intervention, intake, assessment, case planning, and exit for each client,
- Provide resource information and referrals to residents, both during their stay and during transitions,
- Responsible for having a strong comprehension and implementation of risk assessment and safety planning,
- Act as a liaison between True North, residents, other community members and service providers,
- Facilitate in-house groups to provide education, information and to review house guidelines when necessary,
- Maintain accurate files and objective, professional recording in client files, including: risks, program expectations, goals, and client interventions,
- Maintain accurate statistics of residents and children, through entering data and submitting statistics as required per shift
- Comply with all assigned shift duties, including general house chores and maintenance,
- Open doors, sign out clients, provide access to medications, taxi vouchers and make other transportation arrangements,
- Complete various administrative tasks, such as photocopying, typing and compiling paperwork,
- Assist with the sorting of donations and assisting to maintain the cleanliness of True North,
- Will Transport clients to appointments such as housing, legal or financial appointments,
- Provide orientation, support and supervision to practicum students and volunteers
- Perform other duties as required by the Executive Director or designate.

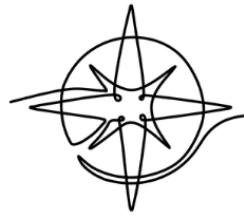
**INTERNAL DEVELOPMENT-** Must possess a good understanding of domestic violence dynamics, risk assessments and safety planning. Must have excellent counselling, case management and advocacy skills. Ability to adapt to change, work in a fast-paced crisis environment, must possess critical analysis and ethical decision-making skills, ability to work independently and a diverse range of shifts within a 24-hour facility. Must attend team meetings and internal trainings and participate within a team setting respectfully and positively.

**EXTERNAL DEVELOPMENT** - Must possess an awareness of community resources and represent the society during case conferences, community partner meetings, presentations and interagency meetings.

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## The successful candidate will possess the following qualifications:

- Minimum Social Work diploma, degree or equivalent
- Registration in the appropriate professional body
- Current CPR/ First Aid and ASIST certificates
- Recent Criminal Record and Child Intervention Checks
- Strong interpersonal skills combined with excellent organizational, problem-solving and communication skills are critical
- Demonstrated ability to deal effectively with multiple priorities in a fast-paced work environment.
- High standards of professional integrity and proficiency
- Clear driver's abstract and an ability to travel with a road-safe, maintained vehicle

## Why True North?

In joining the True North team you will become a part of a dedicated and passionate group of professionals who value healthy workplace culture and wellness. Our team is dedicated to helping all people impacted by abuse through a client-centered, strengths-based approach.

True North offers a comprehensive health benefits package and 48 hours of wellness/personal time annually to all part-time team members after the first 3 months of employment, as well as 6% vacation and an RRSP matching Program following the first year of employment. Opportunity for trainings throughout the year including, but not limited to Non-Violent Crisis Intervention, Ethics & Documentation, Mental Health First Aid & CPR, Safety Planning, Casework Planning, Empowerment Star tool, and Danger Assessment.

True North is committed to building a team that represents the community and clients that it serves. We value and embrace diversity and special consideration will be made in recruitment and selection of new employees who contribute to a culture of inclusion and equal opportunity.

## To Apply:

This position will remain open until 11:59pm **February 10, 2025**. Please email your cover letter and resume as application for this position to [jobs@truenorthab.com](mailto:jobs@truenorthab.com), attention Programs Manager. Only those selected for an interview will be contacted. Thank you for your interest in the position.

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