

Part Time Family Support Coordinator Position - Permanent

True North Society - Strathmore, Alberta

Established in 1993 and located 35 minutes east of Calgary in Strathmore, Alberta, True North is a registered non-profit organization dedicated to supporting all individuals impacted by domestic violence. True North provides short-term emergency shelter, community programming, outreach services, referral, and advocacy. We also provide 'wrap around' services such as family violence prevention services in partnership with Siksika Supports and the RCMP. We are considered a valuable service provider in the community and are a member of the Alberta Council of Women's Shelters (ACWS).

Our Mission

Together we walk the path with those in crisis: honoring the past, providing support in the present, and awakening hope for the future.

Our goal is to provide non-judgmental support, active listening, and assistance to all individuals impacted by abuse. At True North, we celebrate diversity; respecting each person's unique culture, history, and life experiences is foundational to our care practices.

Our Vision

Interrupting the cycle of abuse through empowerment to create a safe environment for all.

The True North Society is committed to helping build a safe and secure community free from abuse. We aim to help prevent abuse through education and community programming, reduce the recurrence of violence through counselling and support programs, and respond to abuse by assisting survivors in building the skills and confidence needed to live independently.

Why Join Us?

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

- Comprehensive health benefits package split between employer and employee including 100% dental coverage, 80% prescription coverage, and generous annual spending for massage, osteopath, therapist, acupuncture, medical devices and more
- 6 health and wellness days per year for all part-time employees
- Generous vacation policy (starting at 3 weeks per year for full time employees)
- Regular group and individual supervision
- RRSP matching program
- Paid breaks
- Ample professional development opportunities with a spending allowance of \$150.00 annually for part time employees
- Reimbursement of annual professional fees for full time employees
- Positive, professional and fun workplace environment and culture including team building days, offsite "field trip" opportunities and social committee hosted events

- Ongoing training opportunities provided by True North including, but not limited to, Non-Violent Crisis Intervention, CPR/First Aid, Suicide Intervention, WHIMIS, Food Handling, Diversity, Equity and Inclusion, Indigenous Ways of Knowing, Trauma Informed Practice and Health and Safety.

The Role

True North is seeking a Permanent Part-Time Family Support Coordinator - 20 Hrs/ Week. This position reports to Team Leads.

Hours for this position are flexible and are typically daytime hours Monday – Friday, with flexibility required to work some evenings or weekends.

The Family Support Coordinator is responsible for assisting children and families who present a broad spectrum of symptoms related to exposure to simple or complex traumatic events. The goal of the program is to ensure children are given an opportunity to access crisis services responsive to the trauma they have experienced. Parents will be involved in the programming by receiving support to determine the needs of their children in the areas of development, social-emotional skill, and physical health. The programming is intended to be a short-term service that relies on extending programming within the community in which the child and their family will reside. Children will also be referred to agencies specializing in longer term treatment of children exposed to domestic violence and other forms of abuse and trauma. Additionally, the Family Support Coordinator will collaborate with all teams at True North and relevant community agencies to ensure wrap around supports for the families and children. Referrals aimed at longer term support for parents will be initiated upon discharge from residential and/or Outreach services. The role requires travel and supporting families and children in the community as well as on site at the shelter.

The Family Support Coordinator will be responsible for creating a routine and a schedule of activities for the day and the week to children and parents, modeling intervention techniques and strategies, and providing information relevant to the needs of the children.

Who You Are:

A dedicated, mature and professional individual with a solid understanding of domestic violence dynamics, including the cycle of violence, experience and comfort in working with vulnerable individuals and families, risk assessment, resource-based interventions and safety planning. The successful candidate will possess skills in non-profit program and services operations, case management, provision of psychoeducation to parents and families, group facilitation, resource based interventions and risk assessment.

What You Will Do

- Lead with the Vision, Mission and Values of True North as your guide.
- Work collaboratively and communicate effectively to ensure effective operations of True North.
- Opportunity to access crisis services responsive to the trauma they have experienced.
- Programming is intended to be short term service that relies on resourcing the child and their families with longer term services.
- Implement and display ongoing and current knowledge of trends in services and best practices in domestic violence shelters.
- Attend interagency meetings and other community initiatives as required.

- Represent True North in activities, events, meetings, as required.
- Comply with ALL policies and procedures of True North to ensure the organization functions smoothly, safely and efficiently,
- Ensure and maintain client confidentiality.
- Attend check-in meetings as set by Program Manager or designate,
- Be proficient in the service delivery process: engagement, crisis intervention, intake, screening for developmental milestones utilizing the ASQ Questionnaires, case planning, and exit for each family.
- Provide parenting support and conduct children's intakes for every family in the shelter.
- Provide short-term, supportive, child-centered, specialized support services to children and youth who have experienced family violence.
- Provide one-on-one support to children and adolescents living in the shelter community.
- Complete age-appropriate safety plans.
- Develop and implement supportive groups for children, adolescents and parents in shelter and in the community.
- Provide appropriate referrals to internal and external programs for long-term intervention, support, and counselling.
- Collaborate with community agencies regarding the child's needs and advocate when appropriate.
- Enhance collaborations with existing programs such as Child and Family Services offices and local schools in order to provide a continuum of support to families engaged in the program.
- Keep accurate case notes which meet organizational standards.
- Attend case conferences as appropriate with other service providers in consult with supervisor.
- Adhere to the record keeping and documentation expectations of the program.
- Enter and maintain client information in electronic and physical files.
- Work collaboratively and network with community service providers in Wheatland County to make linkages that support the goals of the program.
- Attends staff meetings, team meetings and training sessions as requested.
- Actively participates in planning regarding the goals and objectives of the program.
- Establishes and maintains effective, healthy, trusting relationships with all staff and community partners.
- Contributes innovative, continuous improvement ideas for the program.
- Results and behaviours at work contributes to an overall positive workplace environment.
- Participate in an annual performance reviews and goal setting.
- Take a proactive role in one's own professional development.

What Your Bring

- Diploma in Social Work, Child and Youth Work or other relevant disciplines. A combination of relevant experience and education may be considered.

- Have a working knowledge of the causes and consequences of domestic abuse and the impacts on children.
- Have a working knowledge of trauma sensitive principles and practice.
- Demonstrate strong client centered support skills and a working knowledge of crisis intervention.
- Demonstrate creative problem-solving skills and excellent communication skills
- Ability to build trusting, healthy relationships.
- Good organizational and assessment skills and ability to prioritize.
- Supply current Child Intervention and Criminal Record checks on a three-year basis or should circumstances change
- Ability to maintain confidentiality, professional boundaries and possess a clear understanding of professional ethics are paramount to all positions at True North
- Child Development Experience working in a Domestic Violence setting and/or with vulnerable populations
- Experience with resource-based interventions
- Professional and respectful in dealing with staff or client needs
- Strong computer skills and understanding of record keeping software programs, e.g. Outcome Tracker, Microsoft Office
- Organized with attention to detail
- Knowledge in domestic violence and related resource agencies
- Knowledge of FOIP protocols and procedures regarding confidentiality
- Ability to work in a team environment
- Understanding of the Ages and Stages Model and Tool
- Knowledge of parenting supports, strategies and resources.
- Ability to work independently and as part of a team
- Strong computer literacy including MS Office Suite, able to learn additional software quickly and effectively
- Registration with professional association (if applicable)
- Current CPR/First Aid and ASIST certificates

To Apply:

This is an external posting. Please submit a cover letter and resume to jobs@truenorthab.com by Thursday May 22, 2025. Only those selected for an interview will be contacted. Thank you for your interest in the position.

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.