

Casual/Relief Crisis Intervention Worker

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). True North is a unionized workplace under CUPE 4731.

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:

- Generous vacation policy (6% of gross earnings paid out bi-weekly to all casual employees)
- Regular group and individual supervision
- Paid breaks
- Ample professional development opportunities
- 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, WHIMIS, Food Handling, Diversity, Equity and Inclusion, Indigenous Ways of Knowing, Trauma Informed Practice and Health and Safety
- Free parking

The Role

True North is seeking a Casual/Relief Crisis Intervention Worker

This position is casual and requires a commitment of a minimum of 2 shifts per month, up to a maximum of 40 hours per week. Casual employees submit their availability on the third week of each current month for the following month. Daytime, evening and weekend shifts are consistently available each month and the position also supports to cover off full time employee vacation and wellness days.

This position reports to the Team Lead.

This position works in a pet-friendly shelter environment. Dogs or cats may be present on site at any time, and robust health and safety measures are in place to support both staff and clients.

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.

- Excellent supportive counselling, case management and advocacy skills
- Ability to adapt to change, work in a fast-paced crisis environment
- Possesses critical analysis and ethical decision-making skills
- Ability to work independently and a diverse range of shifts within a 24-hour facility
- Participates within a team setting respectfully and positively
- Knowledge of community resources (Calgary, Strathmore and surrounding areas)

What You Will Do

Crisis Intervention Workers are supporters, advocates and navigators for the individuals accessing the emergency shelter program. They work with those staying in shelter on getting settled, addressing basic needs, case planning, housing navigation, applications and resourcing for needs such as income, health, education, mental health and basic needs. Additionally, Crisis Intervention Workers also operate the 24-hour helpline for those in need of safety/shelter, resources and other supports.

- Build strong, professional relationships 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 those staying at the shelter
- 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 person/family
- Provide resource information and referrals to people staying at the shelter, 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
- Attend team meetings and internal trainings
- Facilitate in-house groups to provide education, information and to review house guidelines when necessary,
- Maintain accurate files and objective, professional recording/documentation in client files, including: risk factors, protective factors, program expectations, goals, and 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 people out, 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,
- Transport clients to appointments such as housing, legal or financial appointments
- Represent the society during case conferences, community partner meetings, presentations and interagency meetings.
- Provide support to practicum students and volunteers
- Perform other duties as required by the Executive Director or designate

What You Bring

- Minimum Social Work Diploma, Degree or equivalent in a similar discipline
- Registration in the appropriate professional body
- Current CPR/First Aid and suicide intervention training certificates
- Recent Criminal Record Check including Vulnerable Sector and Child Intervention Checks
- Strong interpersonal skills combined with excellent organizational, problem-solving and communication skills
- Demonstrated ability to deal effectively with multiple priorities in a fast-paced work environment
- Experience working with vulnerable populations or in the human services sector
- High Standards of professional integrity and proficiency
- Clear drivers abstract and an ability to travel with a road-safe, maintained vehicle

True North is committed to employment equity and encourages candidates from diverse backgrounds, abilities, and experiences to apply. 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. It is our intent to have a workplace that reflects the diversity of the communities we serve. We thank you for your interest in this role.

If you require accommodation to apply, please contact Joni Chzyk, Operations Manager at jonic@truenorthab.com for assistance.

To Apply:



This position will remain open until a suitable candidate is found. Please submit a cover letter and resume to jobs@truenorthab.com. We appreciate your interest in this role. However, only applicants selected for interviews will be contacted.