



**YWCA Lethbridge & District**  
604 8<sup>th</sup> Street South  
Lethbridge, AB T1J 2K1  
P 403-329-0088 | F 403-327-9112

**Crisis Intervention Worker (3 part-time positions available)**  
YWCA Harbour House Women's Emergency Shelter

**Position Description Summary:**

The Crisis Intervention Worker will provide women and their children in need of safety with accommodation, counselling, guidance, and support. The Crisis Intervention Worker will work as a member of a professional team contributing to the empowerment of women seeking our services. The Crisis Intervention Worker will maintain building security, provide supportive services for the 24-hour Crisis Line, and assist with the daily responsibilities for the shelter. Staff is required to work a rotation of shifts including nights, days, evenings and weekend shifts and Statutory Holidays and need to have availability for on-call. The successful candidate will be required to work a minimum of 4 shifts per month (32 hours per month).

**Qualifications:**

**Knowledge:**

- ❖ Knowledge of family violence and related issues.
- ❖ Knowledge of Child Welfare and Justice system.
- ❖ Knowledge of community resources.
- ❖ Knowledge of the Harm Reduction Philosophy.
- ❖ Knowledge of the Housing First Philosophy.
- ❖ Understanding of the cycle and dynamics of abuse.
- ❖ Understanding of the impact family violence has on children.
- ❖ Understanding of custody issues, along with interim custody.
- ❖ Understanding of resources for families.
- ❖ Understanding of the Trauma Informed Person-Centered approach.

**Skills/Attributes:**

- ❖ Sound judgment and problem-solving skills.
- ❖ Counselling skills & Organizational skills.
- ❖ Ability to work in a team.
- ❖ Strong oral and written communication skills.
- ❖ Willingness to be flexible in meeting the needs of the program.
- ❖ Ability to work with other community agencies including Children's Services, Police Services, Victim Services, etc.
- ❖ Willingness to provide educational and stress relieving group sessions with client and community.
- ❖ To be an ambassador for the YWCA and Harbour House programs.

**Education and Experience:**

Completed/or working on a Diploma or Degree in the Human Services Field

**Salary:**

\$24.04 per hour

**Resumes with three references to be submitted to:**

Mahreen Rana, Human Resources Manager  
YWCA Lethbridge and District  
604, 8<sup>th</sup> St. South  
Lethbridge, Alberta  
T1J 2K1

Fax: (403) 327-9112

Email: [HR@ywcalethbridge.com](mailto:HR@ywcalethbridge.com) (Only candidates selected for an interview will be contacted)



@ywcalethbridge | ywcalethbridge.org | Charitable Registration No. 108227919 RR0001





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**Deadline: Position to be filled immediately. Applications to be accepted until hiring of successful candidate.**

Please note:

- All employees of the YWCA Lethbridge and District must provide a current Vulnerable Persons Check (Criminal History), Child and Youth Intervention Module Check, and a current First Aid and CPR Level C with AED Training.
- As a condition of employment, YWCA Lethbridge and District requires the successful candidate to be fully vaccinated against COVID-19. Where the candidate has not obtained the vaccine, the candidate will be considered on an exceptional case by case basis; YWCA Lethbridge will adhere with its obligations under the Human Rights Act.

*\*\*\* YWCA Lethbridge and District is an equal opportunity employer\*\*\**



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