



Crisis Response Worker

Community Services · Kenora, Ontario

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Department Community Services

Employment Type Full Time

Minimum Experience Mid-level

Compensation \$51,900K-\$64,500K DOE

ONWA MANDATE:

The Ontario Native Women's Association (ONWA) is a not for profit organization that empowers and supports Indigenous women and their families in the province of Ontario. ONWA encourages the participation of Indigenous women in the development of Federal, Provincial, Municipal/Local government policies that impact their lives and ensure issues affecting Indigenous women and their families are heard at key government tables.

ONWA is committed to providing services that strengthen communities and guarantees the preservation of Indigenous culture, identity, art, language and heritage. Ending violence against Indigenous women and their families and ensuring equal access to justice, education, health, environmental stewardship and economic development, sits at the cornerstone of the organization. ONWA insists on social and cultural well-being for all Indigenous women and their families, so that all women, regardless of tribal heritage may live their best lives.

SCOPE:

The Crisis Response Worker will provide 24/7 immediate response to women at risk of human trafficking or leaving a situation of trafficking, by providing immediate crisis response and stabilization with transportation to safe housing and access to supports as they require. The Crisis Response Worker will liaise with police services and will ensure ongoing trauma informed, culturally based supports are provided until the woman has safely transitioned to appropriate long term supports.

Crisis Response Workers will work one on one with at risk women and provide one on one counselling, cultural programming, referrals, advocacy and services.

QUALIFICATIONS:

- Minimum degree in Counselling, Social Work or Psychology (Masters preferred).
- Minimum 3 years previous experience working with and advocating for sexually trafficked women.
- Minimum 3 years experience advocating and supporting Indigenous women.
- A strong understanding of gendered violence from an integrated feminist, anti-racist, anti-oppression perspective is required.
- Commitment to supporting sexually trafficked women.
- Specialized training in sexual violence.
- Proven work experience in crisis support and ability to mediate conflict.
- Specialized knowledge of trauma, mental health and substance abuse issues.
- Ability to work with Community Member centered approach.
- Proven ability in case management and supportive counselling skills.
- Knowledge of gender based analysis theory and methodology.
- Strong organizational, project management and time management skills.
- Experience working on a collaborative team.
- Strong connection to other social service providers within the community.
- Candidate must be willing to work flexible hours as needed to provide crisis response to Community Members, which will include evenings and weekends and on-call (rotating schedule) overnight hours as needed.
- Knowledge and working of Not-For Profit Organizations.
- Demonstrated organizational, time management and presentation skills with the ability to follow through on assigned duties independently within strict deadlines.
- Excellent written and oral communications, with emphasis on keen listening and ability to effectively interpret verbal communications and needs of prospective Community Members.
- Excellent working knowledge of Microsoft Office; competency working with other databases.
- Knowledge and understanding of current issues facing Indigenous Women and their families.
- Must be dependable, able to follow instructions, respond to management direction and be able to improve performance through management feedback.
- Ability to travel.
- Ability to speak an Indigenous Language is considered an asset.
- Reliable vehicle, appropriate vehicle insurance coverage, clean drivers abstract and valid Ontario "G" class driver's license.
- Current, valid vulnerable sector criminal records check. Valid 1st Aid/CPR.
- A cellular phone and internet access is required within this position
- Must be willing and able to work a flexible working from home arrangement if required. This may include a combination of virtual remote work in your home and in office arrangements. This will be based on operational needs and will be determined by the ONWA.

KEY CORE COMPETENCIES REQUIRED:

- **Inter-cultural Competency Informed** – Understands to incorporate a personal responsibility to increase sensitivity, awareness and implementation of ONWA's cultural teachings and organizational practices in both professional conduct and work related deliverables.
- **Indigenous Gender-Based Analysis Informed** – Understands to incorporate an intersectional approach to gender, race and discrimination and subsequent intergenerational impacts affecting Indigenous women and their families.
- **Trauma-Based Practice Informed** – Understands to incorporate a trauma-informed approach to recognize and respond to all forms of trauma and the necessity of supporting Indigenous women in a culture of tradition and safety in her healing journey.
- **She is Wise Leadership Informed** – Understands to incorporate the Four Agreements within daily responsibilities and combined with ONWA's cultural teachings contribute to the empowerment and leadership of Indigenous women within their communities.

RESPONSIBILITIES - SPECIFIC:

1. Provide case management services to sexually trafficked women which includes assessment, developing safety plans, short and long term planning, supportive counselling and follow up services when required.
2. Provide targeted outreach to sexually trafficked Indigenous persons.
3. Provide support, advocacy, referrals and connections to woman and community resources as needed.
4. Provide crisis intervention and referrals to ongoing counselling services to survivors of human trafficking.
5. Work with police and emergency services to establish partnerships and protocol to support trafficked women as they leave.
6. Provide trauma informed crisis care and stabilizing supports.
7. Act as an advocate and resource person for the organization on issues specific to sexually trafficked women.
8. Provide accompaniment to women as required including transportation as needed.
9. Assess Community Member crisis needs and develop and implement a plan of stabilization.
10. Carry out crisis stabilization and service delivery/Community Member contact documentation in a timely and professional manner.
11. Collect Community Member data, and ability to provide funder reports and statistic accurately and on time.
12. Provide training to employees, colleagues, Community Members and support services.
13. Consistently evaluate the program to ensure service delivery.
14. Work collaboratively with all team members, community services and supports.
15. Other duties as assigned.

RESPONSIBILITIES – ADMINISTRATIVE:

1. Complete monthly and submit to Manager and/or Director when required.
2. Complete quarterly reports on or before the requested due date.
3. Complete reports to funders as required.
4. Complete and attend supervisions with Manager and/or Director on a regular basis
5. Other reports or admin as assigned.

EXPECTED STANDARDS OF PERFORMANCE:

1. Adhere to the Policies and Procedures as set by the ONWA.
 2. Representation on committees as required for the enhancement and benefits of ONWA's programs.
 3. To network and promote ONWA and all ONWA related programs. Maintain good communication.
 4. Maintain professionalism at all times.
1. The completion of functions outlined in the description and the achievement of goals set to a high level.
 2. Attendance and conduct at work according to the requirements of the Association's Personnel Policy.
 3. Adherence to the Code of Ethics, and positive relationship building.

RESPONSIBILITIES – PUBLIC RELATIONS:

1. Promote the program within the community.
2. To adhere to professionalism in representing the organization at all times and maintain good communications.

AUTHORITY:

To execute duties and responsibilities outlined in the job description.

ACCOUNTABILITY:

The Crisis Response Worker will be directly accountable to the Branch Manager for the proper completion of the functions outlined in the job description.

Indigenous Women are particularly encouraged to apply.

We welcome applications from people with disabilities. Accommodations are available on request for candidates taking part in all aspects of the selection process.

As Indigenous leaders, ONWA is continuing full operations including hiring, while working from home, as supporting our community members is a priority. ONWA is scheduling all interviews, providing all training, onboarding and orientation for new employees, through the use of virtual tools. We will continue to accommodate remote and home based work arrangements in an effort to keep our ONWA employees healthy and safe