



Position Title: Crisis Intervention Counsellor - Arabic Speaking

Working Hours: 37.5hrs. / Week

Location: Peel

Reporting to: Settlement Manager, Peel

Rate of Pay: \$26.32/hour plus benefits

### **About Us:**

The Afghan Women's Organization Refugee and Immigrant Services ([www.afghanwomen.org](http://www.afghanwomen.org)) is looking for an experienced Crisis Intervention Counsellor to work with Arabic-speaking refugees and immigrants who are experiencing or have experienced crisis or trauma. The Crisis Counsellor will deliver in-depth needs assessments; one-on-one counselling services; and a series of sessions on violence and trauma both in community centres and faith-based organizations. Work will be online and in-person when safe to do so. Some travel is required, as well as flexible working hours. Fluency in Arabic and English (spoken and written) is a requirement.

The Crisis Counsellor will be working to address the issue of violence and trauma among marginalized refugees and newcomers through (i) education, (ii) prevention, (iii) healing and (iv) empowerment for both men and women. The Crisis Counsellor will be responsible for creating a safe space for victims of violence and trauma through culturally competent and language appropriate one-to-one counselling sessions and support sessions. The counsellor will also lead the educational component of the program by developing and facilitating awareness-raising and educational programming for the target population and the larger community on all forms of violence and trauma as well as the healing component of our program.

### **Responsibilities:**

- Conducts in-depth needs assessment; provides transitional support services to target population in order to make a service plan.
- Makes appropriate referrals to shelters, legal aid, police, Ontario Works, and social housing.
- Provides interpretation/translation, active referrals, and regular follow ups.
- Provides one-on-one counselling to help women and their families deal with negative emotions associated with violence.

- In collaboration with community centres and faith-based organizational partners, conducts a series of sessions on violence.
- Accompanies clients to appointments.
- Maintains client files, records, statistics, and all required documentation.
- Documents needs and gaps in services; makes recommendations to enhance the program and to ensure a client-centered model of delivery.
- Prepares funders' reports.
- Evaluates the program on an on-going basis and recommends service delivery changes based on the evaluation.
- Other tasks as assigned.

**Qualifications:**

- Fluent in oral and written Arabic and English. Another language, such as Dari or Somali is an asset.
- In-depth experience working with members of target population who have experienced violence and the trauma of forced migration.
- Demonstrates understanding of and experience working with refugees with multiple barriers.
- Experience using a trauma and violence-informed approach with clients
- Demonstrates cultural competency working with refugees from Middle East/Central Asia.
- Knowledge of and experience working with other service providers serving newcomers.
- Experience facilitating both smaller group sessions and developing and facilitating larger information/education sessions for community.
- Experience developing community partnerships.
- Understanding of case management and report writing skills.
- Post-secondary education in Social Work or relevant field and/or four years work experience with refugees and newcomers from Middle East, Central Asia, and/or Afghanistan
- Ability to work as part of a team as well as independently
- Ability to work flexible hours, evenings and occasionally on weekends.

We welcome applications from people from refugee background, including those who might need accommodations.

AWO is committed to accommodating applicants with disabilities throughout the hiring process, in accordance with the Accessibility for Ontarians with Disabilities Act (AODA).

To apply for the job please submit your cover letter and resume no later than July 31, 2021 at 5:00 p.m. to Nadya Weber, **Email: [nweber@afghanwomen.org](mailto:nweber@afghanwomen.org)**

We thank all applicants, however, only those selected for an interview will be contacted. No phone calls please.