



Calgary Immigrant Women's Association is a not for profit Immigrant Serving Agency established in 1982. CIWA's Mission is to engage and integrate all immigrant women and their families in the community. We are seeking an individual who shares our values of Integrity, Equity, Inclusiveness, Innovation and Leadership.

Empower Immigrant Women. Enrich Canadian Society.

Outreach Counsellor, Victim Supports Outreach Program
Full Time - 37.5 hrs per week
One year contract
Competitive salary and benefits package

The Outreach Counsellor is responsible for providing community outreach and short-term counselling for the Victim Supports Outreach Program. This position is responsible for crisis and short-term counselling, referrals and other needed services to clients who are experiencing family violence and/or conflicts at home.

DUTIES AND RESPONSIBILITIES

- Conduct outreach and promotion of program and overall CIWA services to enhance CIWA's presence and visibility in the community
- Establish and maintain relationships with Children's Services, formal project partners, community and cultural organizations for the purpose of collaboration, promotion and client recruitment and support
- Refer clients to different social service agencies and advocating on their behalf as required
- Maintain accurate records of all program outreach activities, contacts and resources
- Work collaboratively with Manager team on all outreach endeavors including consultations and committee meetings
- Regularly distribute program resources throughout the community and update community directories with program information
- Provide customized one-one-one counselling to immigrant and refugee women, men and their families in the areas of bullying, family violence, language support, education and employment
- Assist with intake and assessment of clients
- Provide effective case management for high risk clients
- Provide in-home support as needed to clients and their families
- Identify language ability of the participants' family and provide first language support
- Culturally sensitive approach and support to parenting needs
- Provide referrals for specialized services in the community
- Conduct follow-up services to clients
- Assist Children's Services in supporting case workers with triage, brief services and case consultations as and when needed
- Ensure client records and data entry in CMS database with high level of accuracy and accountability
- Assist with reporting, program evaluation and outcome measurement
- Other duties as assigned by the Department Manager including requests for additional paid hours on a temporary basis when needed

STANDARDS OF PERFORMANCE

- Ensure that professional approach is aligned with CIWA values
- Maintain a positive working relationship with all staff and volunteers of CIWA

- Maintain a positive image and professional work habits and represent CIWA in a professional manner
- Demonstrate a high level of initiative and enthusiasm
- Maintain confidentiality at all times
- Demonstrate a high level of administrative and IT capacity

QUALIFICATIONS

- A university degree in social work, psychology, or education, with post-secondary training in counselling is required as well as practical work in the area of counselling
- A broad knowledge of immigrant youth issues
- Public relations/marketing experience are definite assets
- Must demonstrate time-management abilities and have proven counselling, problem solving and decision making skills
- Excellent communication skills (both written and verbal) and ability to work in a team environment are essential
- As the position requires traveling, a licensed vehicle is required
- Second language would be an asset, Hindi, Urdu or Punjabi preferred

Pre-employment requirement: Successful candidate must clear Police Check including Vulnerable Sector Check

If you are looking for a rewarding career in an environment that is collaborative, innovative and supportive please forward your cover letter and resume to:

Human Resources

Calgary Immigrant Women's Association
Suite 200, 138 - 4th Avenue SE
Calgary, AB T2G 4Z6
Fax 403.264.3914
Email careers@ciwa-online.com

The Calgary Immigrant Women's Association is an equal opportunity employer and actively seeks candidates from diverse backgrounds. We thank all interested candidates in advance but only those selected for an interview will be contacted.