

Women's Counsellor

West Neighbourhood House is a multi-service, neighbourhood-based agency that has served the diverse communities of downtown west Toronto since 1912. The central purpose of West Neighbourhood House is to enable less-advantaged individuals, families, and groups in the community to gain greater control over their lives and community. Our programs are delivered annually to approximately 16,000 people of all ages by a dedicated team of approximately 235 staff and over 1,000 volunteers.

The Women's Empowerment Program is seeking a staff member who can provide supportive counselling to women and gender-diverse people experiencing violence.

West Neighbourhood House is actively seeking qualified applications from Indigenous, Black and People of Colour, persons with disabilities, women and persons of all sexual orientations and gender identities/expressions. Applicants with lived experience as a participant of West Neighbourhood House programs, or related programming from similar organizations, are also strongly encouraged to apply.

West Neighbourhood House will provide accommodation throughout the recruitment & selection process to applicants with disabilities. During any stage of the recruitment process, please indicate the nature of any accommodation(s) you may require. Any information received relating to accommodation measures will be addressed confidentially.

RESPONSIBILITIES:

- Embody trauma-informed, anti-racist, anti-oppressive, equity-seeking practice in all aspects of work, including with participants, community members, volunteers, neighbours, colleagues, stakeholders, network partners, and others
- Assess the needs of women and gender-diverse people who have experienced assault or abuse and assist them in developing a safety plan and goals for counselling service;
- Provide individual supportive counselling adhering to the principles of Gender-Based Violence Counselling as outlined by the GBV Network;
- Provide support and informational group programming to women and gender diverse individuals who have experienced assault or abuse;
- Conduct outreach activities to ensure community awareness of the program and to facilitate new referrals;
- Provide referrals to other services re: housing, counselling, parental support, educational upgrading, job training, income support, financial empowerment, legal aid, etc;
- Accompany participants to appointments and/or legal proceedings in the community;
- Advocate on behalf of program participants in the social services, welfare, immigration, medical and legal systems, arrange for translation services or provide translations or interpretations of information if applicable;
- Assist with the ongoing evaluation, development and maintenance of all aspects of the program, including evaluating the needs and services required for the catchment area;
- Maintain case notes and statistics, centralized files and electronic database records, assist with written reports;

West Neighbourhood House is an equal opportunity employer. We thank all applicants, but only those candidates to be interviewed will be contacted.

External Job Posting

- Meet program targets as required by funding agreements;
- Participate in community-based networks, education and advocacy initiatives related to issues on gender-based violence;
- Work collaboratively and co-ordinate client assistance efforts with agency partners;
- Develop and maintain contact with a network of community support professional and service providers;
- Maintain up-to-date knowledge and skills about appropriate supports and interventions with diverse people affected by gender-based violence;
- Contribute to the life of the staff team through active participation in team meetings, staff development, debriefings, program and other House-wide events.
- Other duties as required.

REQUIREMENTS:

- BSW and current membership in the Ontario College of Social Workers and Social Service Workers is required.
- Minimum three (3) years of experience working in gender-based violence, crisis intervention, and mental health.
- Demonstrated capacity to provide high level gender-based violence counselling, crisis intervention and utilize de-escalation strategies and interventions. Demonstrated knowledge about therapeutic modalities and experience in providing short term clinical support e.g. motivational interviewing.
- Broad understanding of all the factors that impact an individual's mental health and well-being including the social determinants of health, trauma, poverty, and homelessness.
- Demonstrated ability to conduct risk assessments and create safety plans.
- Experience supervising volunteers and/or students.
- Demonstrated ability to provide suicide risk assessment and interventions using the ASIST model or a willingness to be trained.
- Demonstrated understanding of issues related to gender-based violence and the justice system.
- Demonstrated ability to adapt interventions to ensure equity, access, and accommodation.
- Demonstrated commitment to working through an anti-racist, anti-oppression, trauma-informed lens.
- Demonstrated ability to provide and adapt interventions to a diverse client group including people with disabilities, Black, Indigenous, racialized, LGBTQI2S+, neurodiverse, and/or substance-using communities.
- Extensive working knowledge of community supports available in the City of Toronto or commitment to undertaking this research.
- Demonstrated capability to be flexible and to work under pressure.
- Demonstrated ability to work independently and collaboratively within a team.
- Demonstrated ability to work collaboratively and co-create with clients, community partners and service providers and make appropriate use of resources.
- Current and working knowledge of relevant legislation, including Family Law and P.H.I.P.A.
- Strong organizational, time-management and communication skills.
- Demonstrated ability to navigate multiple technological systems.

Status: Permanent Full-Time (CUPE Local 3393 Bargaining Unit Position)
Existing Vacancy: Yes

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A United Way Member Agency

External Job Posting

Start Date:	ASAP
Hours:	9am – 5pm (35 hours per week, Monday to Friday, with some evening and/or weekend hours when needed on rare occasions)
Rate:	\$29.85 per hour (4 weeks vacation, paid sick days, 3 floater days, full benefits package after 3 months, Multi-Sector Pension Plan after 6 months)
Unit:	Case Management
Immediate Supervisor:	Manager, Case Management Services
Posting Date:	May 21, 2026
Closing Date:	June 4, 2026

Please submit your cover letter and resume clearly indicating “Women’s Counsellor” by 5 p.m. on the closing date to:

Hiring Committee
588 Queen St W
Toronto, Ontario
M6J 1E3
jobs@westnh.org