

# A Safe Place

## Safety and Support Coordinator Job Posting

(formerly Crisis Intervention Worker and Support Liaison)

**Date Posted:** April 21, 2026

**Date Closing:** until filled

**Start Date:** ASAP

**Reports to:** Director of Shelter Services

**Location:** shelter site, Sherwood Park

**Terms of Employment:** 0.9FTE Permanent, 10 hour shifts, rotating through 7am-5pm, 10am-8pm, 12pm-10pm

The Safety and Support Coordinators are key members of the Care Team at A Safe Place. This role serves as both the first point of contact for women, with or without children, accessing services and as an ongoing primary support for residents during their shelter stay.

Working within a trauma-informed, person-centered framework, this position provides crisis response, intake, safety planning, emotional support, case coordination, and advocacy. Scheduled within a 24/7 shelter environment, this role ensures continuity of care, supports clients in meeting their goals, and collaborates internally and externally to promote safety, stability, and empowerment.

### WHAT MOVES YOU

- You desire to make a positive change in the community by supporting individuals and families experiencing domestic abuse.
- You are committed to providing trauma-informed, strengths-based, and person-centered supports.
- You value collaboration and teamwork in meeting the diverse needs of shelter residents.
- You want to contribute to a healthy work environment and work culture that furthers the mission and vision of A Safe Place.

### WHAT YOU WILL DO

#### Crisis Response & Intake

- Monitor the Helpline by phone and email; provide emotional support, conduct needs and risk assessments, intervene in imminent risk situations, and determine appropriate referrals.
- Complete intake assessments for Residential and Outreach programs.
- Serve as a welcoming and supportive first point of contact for clients entering shelter.
- Provide facility tours, program orientation, and obtain Consents for Service.
- Complete required intake documentation within 24 hours.
- Complete individualized Danger Assessments and Safety Plans within 48 hours.
- Provide warm transfers between shifts and program teams.

#### Case Coordination & Client Support

- Support a shared responsibility for a caseload of shelter residents.
- As directed by Team Lead, follow-through with plans for each shift regarding case management.
- Conduct comprehensive and ongoing assessments of client needs.

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- Develop, implement, and review individualized goal plans and safety plans in collaboration with clients and the care team.
- Review and update documentation daily during the client's shelter stay.
- Prepare exit plans, including final safety planning and client feedback at discharge.
- Provide ongoing emotional support and psycho-education regarding the dynamics and impacts of domestic violence and trauma.
- Support clients in navigating resources including, but not limited to: housing, financial assistance, legal systems, and community resources.
- Provide supported referrals and advocate on behalf of clients with community agencies.
- Attend case conferences and collaborate with external service providers as required.
- Accompany and transport clients to appointments and meetings when advocacy and support are needed.
- Work collaboratively with other organizations and our Outreach Team
- to ensure smooth transitions upon shelter departure.
- Collaborate with team members to address legal and safety needs for families in shelter and callers to the helpline.

## Shelter Operations & Team Collaboration

- Be available as an active point of contact for all clients in shelter.
- Provide immediate and ongoing connection, emotional support, and provision of basic needs.
- Support Facility Support Workers and Child & Youth Support Program staff in maintaining safety, completing housekeeping and meal tasks, and supervising children as required.
- Maintain and update client files in paper documentation and the Online Information Management System (Outcome Tracker) according to ethical documentation standards.
- Attend staff meetings, care team meetings, and goal review meetings as appropriate.
- Complete administrative tasks (timesheets, expense and mileage reports, reporting requirements, etc.).
- Work collaboratively to provide consistent, coordinated services.
- Follow established Shelter Policies and Procedures and relevant legislation.
- Perform other job-related duties as required.

## WHO YOU ARE

- You value compassion, connection, innovation, and inclusivity.
- You believe individuals and families have the right to safety and security; and self-determination.
- You are non-judgmental, empathetic, compassionate, and empowering.
- You apply critical thinking skills to make decisions and choices.
- You communicate clearly and concisely and understand the importance of timely communication.
- You can take constructive feedback and apply it to your practice.
- You can communicate in a way that promotes team cohesiveness.
- You can support the team in implementing directions, even when you may hold a differing perspective.
- You value continuing education and professional development to further your knowledge in the field.
- You possess a working knowledge of the dynamics of family violence and the impacts of trauma.
- You have experience working with individuals and families experiencing domestic violence and crisis.

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- You can work independently and as part of a team.
- You actively work with colleagues and management to advance the mission and vision of the agency.

## **QUALIFICATIONS AND REQUIREMENTS**

- Post-Secondary Diploma or Degree in Social Work, or equivalent. A combination of comparable and relevant Human Services education, practicums, and work experience may be considered.
- Mandatory registration with corresponding applicable professional governing body (i.e.: ACSW, PCAP etc.)
- Police Intervention Record Check with Vulnerable Sector Check, and Child Intervention Check.
- Current First Aid/CPR Certification and ASIST Suicide Intervention Training.
- Trainings in other areas are considered an asset including: Trauma-Informed Practice; de-escalation; Brain Story Certification; Danger Assessment; Cultural Competency; Others as identified or deemed necessary.
- Strong interpersonal communication skills and the ability to communicate with discretion and maintain confidentiality of clients, staff concerns & disciplinary procedures.
- Must have a Class 5 Driver's licence and adequate insurance if using your own vehicle for client transportation, comfort driving agency vehicle to support client appointments etc.
- Must provide a clean 5-year driver's abstract.
- Proficiency in reading, writing and speaking in English. Additional languages considered an asset.
- Strong computer aptitudes – Microsoft Office. Experience with Outcome Tracker considered an asset.
- Demonstrated ability to think critically, problem solve and de-escalate situations in a fast-paced environment that requires the prioritization of tasks.
- An open, accepting, non-judgmental attitude.
- Strong problem solving and crisis management skills.
- Skilled in working within a team.

To apply or if you have questions about the vacancy, please email your resume and cover letter to [cortneyl@asafeplace.ca](mailto:cortneyl@asafeplace.ca).