



Residential Counsellor (Part-Time, Permanent)

Maison Baldwin House

40 Fourth Street West
Cornwall, ON K6J 2R6

Salary: \$26.27 per hour plus 5% in lieu of benefits

About Maison Baldwin House

Maison Baldwin House is committed to providing a safe, supportive, and respectful environment for women and their children experiencing violence and abuse. We are seeking compassionate, reliable, and professional individuals to join our team as Residential Counsellors.

Position Summary

The Residential Counsellor provides crisis intervention, emotional support, advocacy, and residential services to women and their children in a shelter environment. This role requires the ability to work effectively in a fast-paced, trauma-informed setting while maintaining professionalism, empathy, and confidentiality.

Employment Details

- Permanent Part-Time
- Minimum 16 hours bi-weekly
- Shift work including days, evenings, nights, weekends, and holidays
- Must be available to accept shifts on short notice
- Due to the sensitive nature of our services, we are only recruiting women for this position.

Responsibilities

- Provide crisis intervention, suicide intervention, and emotional support to shelter residents and crisis line callers.
- Supervise and support clients living in a communal residential setting.
- Assess client needs and provide advocacy and referrals to appropriate community resources.
- Coordinate and facilitate access to community services and supports.

- Develop individualized service plans and safety plans.
- Maintain accurate and timely client documentation using the agency database.
- Liaise with community agencies, social service providers, healthcare professionals, and other partners.
- Answer and respond to the 24-hour crisis telephone line.
- Assist with conflict resolution and promote a safe, supportive living environment.
- Perform light housekeeping and other related duties as required.

Qualifications

- Diploma in Social Service Worker or a related college or university program.
- Current First Aid and CPR certification.
- Bilingualism (English/French) is considered an asset.

Skills and Requirements

- Ability to work effectively both independently and as part of a collaborative team.
- Ability to work in a fast-paced crisis environment.
- Physically able to perform the duties of the position.
- Demonstrated commitment to treating all individuals with dignity, respect, and cultural sensitivity.
- Knowledge of violence against women issues, trauma-informed practice, and community resources is considered an asset.
- Strong written and verbal communication skills.
- Proficiency with Microsoft Word, Outlook, email, and internet applications.
- Excellent organizational, time management, and documentation skills.
- Ability to maintain confidentiality and follow agency policies and procedures.
- Current Criminal Record Check required as a condition of employment.
- Must be legally entitled to work in Canada.

How to Apply

Please submit your resume by email to: mbh@baldwinhouse.ca

Application deadline:

We thank all applicants for their interest in Maison Baldwin House but only those selected for an interview will be contacted for an interview.