



## **Indigenous Counsellor & Outreach Support**

Reporting to the Executive Director, the Indigenous Counsellor & Outreach Support provides culturally safe, trauma-informed counselling, advocacy, and support to Indigenous women and family members accessing the Women's Rural Resource Centre (WRRC). This role was developed to strengthen access to culturally relevant and responsive supports for Indigenous participants accessing WRRC services within the community and emergency shelter.

The Indigenous Counsellor & Outreach Support is a member of WRRC's Direct Care Team and works collaboratively with counselling, shelter, outreach, housing, and advocacy staff to ensure coordinated and holistic support for participants impacted by gender-based violence.

Grounded in a Two-Eyed Seeing approach, the Indigenous Counsellor & Outreach Support integrates the strengths of Indigenous and Western ways of knowing to support healing, wellness, and self-determination. This role requires a compassionate, relationship-focused individual who understands the importance of culturally safe care, community connection, and participant-centred support.

Across all areas of responsibility, the Indigenous Counsellor & Outreach Support supports service delivery through a feminist, trauma-informed, anti-oppressive, culturally safe, and strengths-based framework consistent with WRRC's values. This role recognizes the unique experiences of First Nations, Inuit, Métis, and Two-Spirit peoples, including the impacts of colonization, residential schools, the Sixties Scoop, systemic racism, gender-based violence, and intergenerational trauma.

In addition to providing Indigenous-focused counselling and healing supports, this position also supports WRRC's outreach and Transitional Housing & Support Program (THSP) services. Through outreach, advocacy, housing stabilization, legal advocacy support, and system navigation, the Indigenous Counsellor & Outreach Support assists participants in accessing resources, overcoming barriers, and achieving greater safety, stability, and well-being. While the counselling component of this role is Indigenous-focused, outreach and support services may be provided to all eligible WRRC participants.



## **Scope and Responsibilities**

### **1. Counselling & Participant Support**

- a) Provide trauma-informed, culturally safe one-on-one counselling to Indigenous women, girls, and individuals impacted by gender-based violence.
- b) Conduct participant assessments and collaboratively develop individualized support plans that reflect participant strengths, goals, and priorities.
- c) Provide crisis intervention, emotional support, safety planning, advocacy, and referrals.
- d) Support women who are leaving abusive relationships to increase safety, reduce risk, and reclaim their lives following abuse.
- e) Maintain accurate, timely, and confidential documentation in accordance with professional and organizational standards.
- f) Provide participant-centred case management and ongoing support to individuals accessing WRRRC services.
- g) Assist participants in navigating systems including healthcare, housing, legal supports, income supports, child welfare, and other community services.
- h) Support participants in identifying and accessing resources that promote healing, safety, stability, and wellbeing.

### **2. Cultural Safety & Indigenous-Informed Care**

- a) Deliver counselling and support services using a Two-Eyed Seeing approach that honours both Indigenous and Western ways of knowing.
- b) Support participants in exploring healing through emotional, physical, mental, and spiritual wellness.
- c) Facilitate access to Indigenous cultural supports, where requested by participants.
- d) Ensure services are welcoming, inclusive, and affirming of First Nations, Inuit, Métis, and Two-Spirit participants.
- e) Recognize and respond appropriately to the impacts of colonization, residential schools, the Sixties Scoop, intergenerational trauma, systemic discrimination, and violence against Indigenous women, girls, and Two-Spirit people.
- f) Engage in ongoing learning and reflection related to Indigenous worldviews, cultural humility, reconciliation, and anti-racist practice.

### **3. Group Facilitation & Community Engagement**



- a) Develop, coordinate, and facilitate circles, support groups, and culturally grounded wellness programming within both WRRC's Emergency Shelter and community-based settings.
- b) Create safe spaces that promote healing, connection, self-determination, and peer support.
- c) Build relationships with Indigenous organizations, community partners, and service providers to strengthen participant access to services and supports.
- d) Support community engagement opportunities that enhance participant wellbeing and cultural connection.
- e) Contribute to educational and healing-focused activities that align with participant needs and WRRC's mission.
- f) Support outreach activities that strengthen access to WRRC services throughout the community.
- g) Provide participant-centred outreach support to women and families experiencing barriers related to safety, housing, transportation, income, legal systems, or access to services.
- h) Support participants in connecting with community resources and programs that promote long-term stability and well-being.

#### **4. Outreach, Legal Advocacy & Housing Support**

- a) Support WRRC's Transitional Housing & Support Program (THSP) through participant-centred outreach, advocacy, system navigation, and service coordination.
- b) Work collaboratively with WRRC's Integrated Support & Outreach Worker and other Direct Care Team members to support participant goals, safety, housing stability, and community connection.
- c) Provide outreach support to participants experiencing barriers related to housing, safety, transportation, income, legal systems, social isolation, or access to services.
- d) Support housing stability through advocacy, referrals, participant engagement, and connection to appropriate community resources.
- e) Provide legal advocacy support related to family court, criminal court, child welfare, landlord-tenant matters, victim services, and other systems impacting participant safety and well-being.
- f) Support participants in preparing for appointments, meetings, court appearances, and service interactions by helping them understand available resources and options.



- g) Build and maintain collaborative relationships with community agencies, housing providers, Indigenous organizations, legal service providers, and other community partners.
- h) Support participants transitioning from shelter to community living through service coordination, advocacy, safety planning, and ongoing support.

## **5. Team Collaboration**

- a) Participate actively as a member of WRRC's Direct Care Team.
- b) Collaborate with shelter staff, outreach workers, advocates, counsellors, and community partners to provide coordinated support.
- c) Participate in team meetings, case consultations, program planning, and organizational initiatives.
- d) Contribute to a collaborative workplace culture that values inclusion, kindness, accountability, continuous learning, and participant-centred practice.
- e) Support colleagues in strengthening culturally safe and Indigenous-informed approaches where appropriate.
- f) Participate on the WRRC on-call team, providing after-hours support in accordance with organizational policies and procedures.
- g) Attend on-call meetings, training opportunities, and debriefs as required.

## **6. Accountability & Learning**

- a) Maintain participant records and documentation in accordance with WRRC policies, professional standards, and privacy requirements.
- b) Monitor confidentiality, professional ethics, and participant safety throughout the counselling and support process.
- c) Support program reporting, and statistical data collection requirements.
- d) Participate in ongoing professional development related to trauma and violence-informed care, Indigenous wellness, reconciliation, gender-based violence, housing stability, and culturally responsive practice.

## **Qualifications & Experience**

- a) Post-secondary education in Social Services, Community Services, Human Services, Indigenous Studies, Addictions and Mental Health, Social Work, Counselling, or a related field is considered an asset. Equivalent combinations of



education lived experience, cultural knowledge, traditional knowledge, and relevant work experience will be considered.

- b) Minimum two years of experience providing counselling, outreach, advocacy, case management, housing support, or direct support services.
- c) Demonstrated experience working within trauma-informed environments.
- d) Strong understanding of gender-based violence, intimate partner violence, and their impacts on women and families.
- e) Demonstrated understanding of Indigenous cultures, histories, teachings, worldviews, and approaches to healing.
- f) Knowledge of the impacts of colonization, residential schools, the Sixties Scoop, intergenerational trauma, systemic racism, and violence against Indigenous women, girls, and Two-Spirit people.
- g) Understanding of cultural humility and commitment to ongoing learning, reconciliation, and anti-oppressive practice.
- h) Experience supporting individuals experiencing housing instability, homelessness, poverty, or barriers to accessing services.
- i) Knowledge of community resources, housing supports, legal advocacy, and system navigation practices.
- j) Experience facilitating circles, groups, or community-based wellness programming is considered an asset.
- k) Experience working with Indigenous individuals, families, communities, or organizations is strongly preferred.
- l) Ability to work independently within community settings while contributing positively to a collaborative team environment.
- m) Experience building collaborative relationships with community partners, Indigenous organizations, housing providers, and service agencies is considered an asset.

## **Working Conditions**

The Indigenous Counsellor & Outreach Support works within WRRC's office, Emergency Shelter, and community settings; however, the position may require working in non-standard workplaces. Counselling and support may be provided in person, virtually, or by telephone depending on participant needs.

This is a part-time position averaging 30 hours per week (4 days per week) over a two-year contract. Some evening hours may be required to accommodate participant needs, circles, community programming, or special events.



As a rural-based organization, the role may involve travel throughout the service area and participation in community meetings and partnerships.

### Physical Requirements

This position involves routine office work, facilitating groups and meetings, attending on-site and off-site appointments, and supporting participants in a variety of settings. The role may involve periods of sitting, standing, walking, and working in environments that carry a high level of emotional demand.

**Reports to:** Executive Director

**Term:** Part-Time, Two-Year Contract

**Hours:** 30 Hours per Week (4 Days per Week)

**Wage:** \$26.50 per hour plus benefits

**Closing Date:** September 11<sup>th</sup>, 2026, 11:59pm

Please submit a cover letter and resume by email to [executivedirector@wrrcsa.org](mailto:executivedirector@wrrcsa.org) with "**Indigenous Counsellor & Outreach Support**" in the subject line.

While we appreciate all those who apply, only candidates selected for an interview will be contacted.

*WRRC is committed to accessible employment practices. Accommodations are available upon request for candidates taking part in all aspects of the recruitment and selection process. Please inform us of any accommodation needs when contacted regarding this opportunity. WRRC strongly encourages applications from First Nations, Inuit, and Métis candidates. WRRC strongly encourages applications from First Nations, Inuit, and Métis candidates. Given the nature of this position, its Indigenous-specific counselling responsibilities, and the population served, preference may be given to qualified Indigenous applicants in accordance with the Ontario Human Rights Code. We value lived experience and cultural knowledge alongside formal education and work experience.*