



1200 Markham Road, Suite 214, Toronto, Ontario M1H 3C3  
Tel: 416-431-4847 Fax: 416-431-7283 Website: [www.safss.org](http://www.safss.org) Email: [reception@safss.org](mailto:reception@safss.org)

## VAW Counsellor

**Employer:** Settlement Assistance and Family Support Services (SAFSS)

**Job City:** Scarborough

**Job region:** Greater Toronto Area

**Location:** 1200 Markham Rd, Suite LL18 Toronto, Ontario M1H 3C3

**Application Deadline:** February 3, 2026

**Vacancy:** 1 (existing position)

**Job terms:** Temporary, part-time

**Wage:** \$30.94

### Background:

Settlement Assistance and Family Support Services is a trusted not-for-profit social services agency that has been serving and advocating for newcomers, refugees and victims of all types of violence since 1989. The need to address Violence against Women was the seed of the organization's establishment. However, while the organization was initially founded to support women and children who were victims of domestic violence, it has since evolved and expanded its services to support other identified needs. Our trained staff provide a range of services to a diverse, multi-cultural and multi-lingual community in a responsible and professional manner in a safe non-judgmental and confidential environment that fosters trust, respect and collaboration.

### Summary:

The Violence Against Women (VAW) Counsellor supports the delivery and evaluation of GBV programs and provides trauma-informed case management to survivors. This role involves engaging with the community to identify needs, coordinating services and referrals, maintaining accurate documentation, and ensuring confidentiality and survivor-centered care. The Counsellor works collaboratively with the Program Manager and team members to strengthen program quality and address service gaps, while supporting newcomers and diverse communities through an anti-oppressive and inclusive approach.

### Responsibilities:



**SAFSS**

Settlement Assistance &  
Family Support Services

1200 Markham Road, Suite 214, Toronto, Ontario M1H 3C3

Tel: 416-431-4847 Fax: 416-431-7283 Website: [www.safss.org](http://www.safss.org) Email: [reception@safss.org](mailto:reception@safss.org)

- Assist to ensure daily quality implementation, monitoring and evaluation of Gender-based violence- related projects and interventions.
- Engage with the community and community representatives to understand the needs and gaps in Gender-based violence programming.
- Assist with supporting Gender-based violence cases received at the centre and identified in the community through the provision of case management services to respond to the needs of clients, and provide them with information and resources to access services and make appropriate referrals to other service providers if required.
- Use trauma informed approach in serving survivors/clients
- Ensure strict adherence to confidentiality for all case-related information; protect the identities of clients in the design and implementation of all activities.
- Help assess the knowledge and utilization of health and other services available for survivors of GBV.
- Ensure updated filing and documentation of Gender-based violence cases
- Alert the Program Manager of any gaps in process, tools, or staff capacities to meet the needs of clients or ensure confidentiality and survivor-centered care.
- Engage in continuous professional development for the purposes of increasing the quality and depth of your work.
- Collaborate with the Program Manager and Mental Health Support Worker as needed.
- Coordinate, develop and write program proposals
- Additional related tasks as required

### Qualifications:

- Post-secondary education (Diploma, Certificate, or Degree) in Social Work, Counselling, Women's Studies, or a related field, or equivalent experience.
- Two (2) years of counselling experience in the areas of gender-based violence (GBV), trauma, and mental health preferred.
- Bilingualism required; proficiency in English with preference for an additional language in Farsi.
- Experience working with low-income, multi-racial, and multi-lingual newcomer communities.
- Demonstrated ability to work from an integrated anti-oppression, LGBTQ+ positive, harm reduction, and trauma-informed framework.
- Comprehensive understanding of the dynamics of abuse and the systemic nature of violence against women and marginalized communities.
- Strong knowledge of trauma-informed care, crisis intervention, and culturally competent practices.
- Demonstrated understanding of local community issues, priorities, and challenges facing newcomers to Canada.



**SAFSS**

Settlement Assistance &  
Family Support Services

1200 Markham Road, Suite 214, Toronto, Ontario M1H 3C3

Tel: 416-431-4847 Fax: 416-431-7283 Website: [www.safss.org](http://www.safss.org) Email: [reception@safss.org](mailto:reception@safss.org)

- Ability to work both independently and collaboratively within a multidisciplinary team.
- Experience with program evaluation and report writing.
- Strong communication, organizational, and computer skills (Microsoft Office Suite).
- Experience working in the non-profit sector and ability to work flexible hours as required.
- Good working knowledge of local, provincial, and federal legislation relevant to the role.

**Requirements:** Vulnerable Sector Check

**Reports to:** Manager, Family, Health & Volunteer Development

This is a temporary (maternity leave coverage) part-time unionized position, starting April 1, 2026 and continuing until March 31, 2027, based on a 15-hour week schedule from Monday to Friday.

**How to apply:** Submit your resume and cover letter to: [recruitment@safss.org](mailto:recruitment@safss.org)

SAFSS welcomes diversity in the workplace and encourages applications from all qualified individuals, including 2SLGBTQIA+, Visible Minorities, Indigenous People, and persons with disabilities.

In accordance with the Accessibility for Ontarians with Disabilities Act (AODA), SAFSS is committed to accommodating applicants with disabilities throughout the hiring process. At any stage of the hiring process, Human Resources will work with applicants requesting accommodation.

Only applicants who will be interviewed are contacted.