

Community Supports Facilitator

St. John's Women's Centre

The Community Supports Facilitator role is responsible for facilitating group sessions, providing system navigation services and supportive/crisis interventions within the Women's Centre. This position will provide frontline hands-on support for the Women's Centre programming and will report directly to the Women's Centre Coordinator.

The Women's Centre (SJSWC) is dedicated to providing FREE person-centered, community-based programs delivered within a safe, non-judgmental, open, and caring environment. All of our programs and services are person-centred and for women and gender-diverse people in and around St. John's. The Women's Centre offers support and programs on many issues, including social isolation, mental health, violence, marginalization, poverty, trauma, and system navigation. We aim to provide opportunities for healing, personal growth, empowerment, and social connection.

The St. John's Status of Women Council (SJSWC) values the diverse perspectives that individuals from varied backgrounds bring to both our organization and the community. We are actively working to ensure our hiring practices reflect this commitment. Our goal is to attract, develop, and retain skilled and dedicated staff and volunteers from diverse backgrounds, allowing us to benefit from a broad range of experiences. In alignment with this goal, we encourage and prioritize applications from women (transgender and cisgender), gender-diverse individuals, Indigenous peoples, Black individuals, people of colour, individuals living with visible or invisible disabilities, those with experience in substance use, individuals with a history in the sex trade, and those with experience in the criminal justice system.

Duties and Responsibilities

Support to Participants and groupwork (90%)

- Provide informal, person-centred, strengths-based support and crisis intervention to program participants, including emotional support, and system navigation.
- Support the daily operations of the Women's Centre through a collaborative, team-oriented approach to service delivery and program support.
- Facilitate therapeutic group work and workshops on topics relevant to women and gender-diverse individuals, including Intimate Partner Violence Support Groups such as *Empowering Ourselves*, and *Connect and Care Program*.
- Streamline system navigation to connect individuals with community-based and regional support services.
- Provide referrals to other supportive services, utilizing a "warm transfer" approach.
- Develop and deliver training sessions, outreach materials, and presentations to individuals and groups within the community, addressing the changing needs of those we serve.
- Respond to participant-related requests (e.g., service registration, information inquiries, rapid response counselling, etc.).
- Build relationships with participants, ensuring they receive the appropriate care and services while maintaining confidentiality.
- Maintain and foster respectful working relationships with external community partners, including through committee memberships.
- Represent Women's Centre on community committees and attend advocacy efforts related to the work.

- Perform other duties as assigned.

Administrative Tasks (10%)

- Assist with administrative duties within the Women's Centre, such as statistical tracking, documentation, writing proposals and articles, and managing social media posts.
- Provide support with reporting and the submission of supportive referrals.
- Complete other administrative tasks as identified by the Women's Centre Coordinator.

Qualifications:

- A Bachelor's degree in Social Work or a related field from an accredited university, or equivalent experience in group facilitation.
- Experience in delivering individual and group counselling sessions.
- Strong knowledge of community resources and prior experience working with community organizations.
- Expertise in system navigation, particularly with marginalized populations.
- Proactive, creative, resourceful, and solution-focused, with the ability to drive positive change and support service excellence.
- Strong crisis intervention and de-escalation skills.
- Knowledge of Harm Reduction, Feminist, Trauma-Informed, Anti-Racist, and Anti-Oppressive frameworks.
- Excellent verbal and written communication and interpersonal skills.
- Demonstrated ability in independent critical thinking, problem-solving, and solution development.
- Proven ability to work collaboratively in a team environment, including goal development and partnership building.
- Experience working in an inclusive setting with trans, Indigenous, 2SLGBTQIA+, nonbinary, sex-working women and individuals, and those impacted by the criminal justice system.
- Proficiency in Google Workspace.

Hours of Work: Tuesdays 10:30am-7:30pm. Monday/Wednesday/Thursday/Friday 8:30am-4:30pm.

Salary: \$53,000-\$58,000 / annum, plus benefits

Duration: Full-time, contract position expiring end of March 2027. The potential for extension is dependent on renewed and/or new funding.

The person employed in this position must be eligible to work in Canada and upon being offered the position must submit a certificate of conduct (police records check) – please note the certificate of conduct does not have to be clear and any existing records will be discussed confidentially.

Closing Date: Thursday July 16th, 2026 4pm Newfoundland time

Please email a cover letter and resume to: hiring@sjwomenscentre.ca

****Applications without a cover letter will not be considered.****

Not sure if you meet all the qualifications? Let us decide! Research shows that women and other underrepresented groups often hesitate to apply for jobs when they think they may not meet every requirement. In fact, they often do! We are committed to creating a diverse and inclusive environment and strongly encourage you to apply.

If you require accommodations at any stage of the recruitment process, please inform us, and we will do our best to meet your needs.