

---

**Birchway Niagara**

is currently accepting applications for the following position:

**Intake Worker – Men's Services Pilot Program** – temporary, part-time position

**12 hours per week**

**Start date:** October 5, 2026

**Duration:** Ending March 31, 2027

**Wage:** Starting at \$28.213/hour

**Birchway Niagara Unionized Position – External Posting**

**About the Program:**

Birchway Niagara's Men's Services Pilot Program is a voluntary counselling and support program for men and male youth seeking positive change. The program serves individuals who have experienced abuse or violence in relationships, as well as those who have used abuse or violence and are motivated to take accountability and make meaningful behavioural change.

The program is trauma-informed, accountability-centred, and safety-focused, emphasizing personal responsibility, healthy relationships, and the safety and well-being of partners, children, families, and communities.

*We recognize that asking for help is not always easy. We believe that finding support should be.*

**Position Summary:**

The Intake Worker serves as the first point of contact for men and male youth seeking support through the Men's Services Pilot Program. The successful candidate will create a welcoming, respectful, and non-judgmental experience while maintaining a strong commitment to accountability, safety, and meaningful change.

The Intake Worker will conduct intake assessments, support participant engagement, provide crisis intervention, facilitate referrals, conduct risk and safety assessments, and connect participants with counselling and community supports. The position also includes community outreach, partnership development, staff education, and program promotion activities.

**Key Responsibilities Include:**

- Responding to inquiries from prospective participants, community partners, and referring agencies.
- Conducting intake assessments and determining readiness for participation.
- Building rapport and supporting engagement using trauma-informed and motivational interviewing approaches.
- Providing crisis intervention, risk assessment, and safety planning in a time-sensitive, appropriate, and reliable manner.

- Facilitating referrals to counselling services and community resources, including housing, legal aid, social assistance, and health services.
- Supporting participants in navigating community systems and services.
- Liaising with community partners including Victim Services Niagara and Niagara Regional Police Service.
- Delivering presentations and education regarding the program.
- Maintaining accurate documentation, statistics, and reports.
- Supporting program evaluation and ongoing development of the pilot program.
- Maintaining excellent attendance and punctuality for all scheduled appointments and frontline duties, as participants rely on predictable, consistent contact for stability.

**Basic Requirements**

- Exceptional interpersonal and communication skills, strong professional judgment, and the ability to engage individuals experiencing crisis, shame, fear, anger, grief, trauma, or significant life challenges.
- Ability to balance empathy with accountability, remain calm in complex situations, and carry out independent decision-making.
- Ability to work collaboratively within a multidisciplinary, team-based environment, with experience working with diverse groups.
- Experience working with individuals affected by abuse, violence, trauma, mental health concerns, addictions, or behaviour change processes is highly desirable.
- Reliable attendance is a critical requirement for this position: with limited weekly hours, scheduled appointments and consistent contact are essential to participant engagement and program continuity.

**Qualifications:**

- Degree or diploma in Social Work, Social Service Work, Child and Youth Care, Psychology, Criminology, Counselling, or a related field.
- Minimum two years' experience in a human services environment.
- Experience providing crisis intervention, risk assessment, and case management.
- Knowledge of trauma-informed, violence-informed, and anti-oppressive practice.
- Knowledge of intimate partner violence, abuse dynamics, and behaviour change processes.
- Experience utilizing motivational interviewing or similar engagement approaches is considered an asset.
- Proficiency in a second language is considered an asset.
- Access to reliable transportation required.
- Criminal Reference Check for the vulnerable sector.

### **Hours**

12 hours per week. Schedule to be coordinated with the Director of Community Supports and Operations prior to start date and may include occasional evenings and weekends.

### **How to Apply**

Interested applicants, please submit a **resume** and **cover letter** to the attention of:

**Sherry Petrychanko – Director of Community Supports & Operations**  
at sherry@birchway.ca

To be considered, applications should be received no later than **September 10, 2026, by 5 pm**

### **Diversity, Equity & Inclusion**

At Birchway Niagara, we value diversity in our employees, and we work from an anti-racism/anti-oppression framework and strive for equity and inclusion.

We strive to foster an organization that reflects the diversity of the community we serve and welcome applications from all qualified candidates.

Birchway Niagara is also committed to developing an inclusive, barrier-free selection process and work environment. We thank all applicants, however, only those candidates selected for an interview will be contacted. If contacted, please advise us if you require any accommodation measures to ensure you will be interviewed in a fair and equitable manner.

Information received relating to accommodation requests will be treated with confidentiality.