



Women's Shelter Crisis Worker Certificate

PROGRAM GOAL: To provide a continuum of quality educational training for crisis intervention workers in women's shelters.

This program was developed as a result of discussions between Portage College and the Alberta Council of Women's Shelters (ACWS) Subcommittee who wanted to enhance the skills of crisis workers in shelters. The program has been designed to build on a crisis worker's skills as they work through the program. Successfully completing all ten courses will result in a Crisis Worker Training Certificate and is recognized by Portage College, the ACWS, and Alberta Advanced Education. Eight of the courses in this program can be taken through computer-mediated learning (online). In addition there are two required face-to-face workshops provided to enhance and assist in the learning process. These workshops represent two of the required courses for certification.

The program is designed to be completed in approximately two years (24 months).

ADMISSION REQUIREMENTS

Educational: An educational transcript is required. Applicants may be asked for an admissions interview or required to complete admissions testing to assess academic abilities

Experience: Applicants are required to have a letter of support from the Women's Shelter they are affiliated with or Program Coordinator approval.

Computer Requirements: Computer and Internet access

Computer Mediated Learning (On-line)

This format of delivery utilizes the learning management software WebCT. WebCT is accessed through the Internet, and offers learners a virtual classroom in which they can interact with their instructors and classmates in on-line conferences or "discussions", access program and course information and materials, submit assignments, and keep track of their grades.

PROGRAM STRUCTURE

Portage College Certificate: 15 credits

Course Tuition: TBA.

WSCW 100 Foundations of Family Violence

This course will set the base for the program by covering topics such as the types of shelters in Alberta and the services they provide, definitions of the types of abuse, myths and realities of family violence, factors that perpetuate violence, and both Canadian and Alberta statistics.

WSCW 101 Dynamics of Family Violence

This course deals with topics such as power and control issues, cycle of abuse, types of abusive behaviour and how to recognize different types of personalities, the dynamics of why women stay or leave abusive situations, and the characteristics of abusive relationships.

WSCW 102 Shelter Life

This course explores the day-to-day functioning of a shelter and the issues that arise and provides skill building knowledge for learners in dealing with these issues. Topics include expectations of shelters and women children who stay in the shelter, dealing with anger, decision making, potential health issues and universal precautions, and the importance of modeling and teachable moments for staff.

WSCW 103 Skills for Support and Counseling

This course provided learners with knowledge of basic crisis intervention skills, intervention strategies specific to partner violence, and various approaches to crisis intervention. Other topics include: telephone crises lines, walk-in crisis, counseling difficult clients and confidentiality.

WSCW 104 Skills Development Workshop I

This workshop is designed to reinforce and build on the skills and knowledge that the learners have garnered throughout the first four courses. Special emphasis will be on the skills and techniques of counseling and communication skills to ensure crisis workers are comfortable and confident in these roles. Various opportunities for practicing and sharing skills will be provided to the learners through this workshop

WSCW 105 Intake, Risk Assessment and the Law

This course reviews and will present basic information and definitions on various aspects of the law. This course will cover the legislation (both provincial and federal) specific to family violence and outlines the options available to women in abusive situations. Information on legal and court processes are covered to assist the crisis workers in preparing women for these situations.

WSCW 106 Skills for Independence

This course will provide the crisis workers with skills to assist women in preparing for independence. Topics such as escape and safety plans, safety planning for children, barriers to independence, healthy relationships, and parenting tools are covered

WSCW 107 Others Affected by Abuse

This course will deal with others affected by violence, for example, elder abuse, friends, relatives, and the community. Other topics will include child abuse, children exposed to family violence, teens and dating violence, and abuse in same-sex relationships

WSCW 108 Community Resources

This course will provide crisis workers knowledge and skills in community work and provide an opportunity to explore international, national, provincial and local resources that they can use in assisting women who have been abused and their children. Other topics include skills in-group work, follow-up and support groups, volunteers in the shelter and their roles, and advocacy.

WSCW 109 Skills Development Workshop II

This workshop will build on and reinforce the material from the last four courses in the program. Learners will have numerous opportunities to share and practice skills with other learners and instructors.

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