

JOB DESCRIPTION

POSITION TITLE: Counsellor

JOB SUMMARY:

Provide direct support, crisis intervention and parenting/life skills education to clients living in the Lumby, Cherryville and Mabel Lake communities.

QUALIFICATIONS:

- Must have a B.S.W. and/or a minimum of two years experience/training in a directly related field.
- Evidence of a professional manner and conduct.
- Ability to develop and maintain positive and professional relationships with referring agents and government ministry offices.
- Able to work under pressure from time scarcity, personal problems, requirements by supervisors, or other sources,(retains emotional control, and productivity).
- A thorough knowledge of the purpose of the Centre, a commitment to that mission and purpose, and able to present the goal of the Centre, to various stakeholders (client & general public).
- Knowledge of community resources and the ability to make appropriate referrals.
- Able to demonstrate social behavior as a good role model for the client.
- Able to make a distinction between professional and social relationships.
- Self-directed individual who can work effectively in a responsible co-operative manner with a variety of individuals and groups in a team atmosphere and take direction from a supervisor.
- Ability to adjust to organizational change and to new work procedures. Willing to change approach or consider new ideas when work circumstances warrant. Ability to work effectively in high-pressure, frustrating, or crisis situations.
- Must understand and respect the aspects of confidentiality.
- Possess well-developed organizational skills.
- Must be able to communicate competently in oral and written form and understand written and oral instruction.
- Able to perform accurate record keeping, report writing **and** correspondence. Written work is kept up-to-date, clearly written and logically organized.
- Willing to work flexible hours.
- Knowledge of office procedures and equipment.
- Computer literacy – familiar with Internet, Outlook Express, Word
- Willing to take part in professional development activities.

RESPONSIBILITIES:

- Engage in client referral and intake procedures as identified by the executive director and support agencies re. Ministry of Social Services, North Okanagan Youth and Family Services, Transition House, etc.

- Provide individual and family counseling/interventions to address identified plans.
- Develop and maintain positive and supportive relationships with clients.
- Develop and implement therapeutic plans and programs in consultation with the referring agent and other related professionals.
- Review and follow the Whitevalley Community Resource Centre personnel and policy manual.
- Represent the organization positively and professionally in the community.
- All employees are required to attend monthly staff meetings (1 ½ hours).
- FSW are required to attend bi-weekly consult meetings (1 ½ hours).
- Documentation of program stats.
- Ensures that equipment, office furniture, professional materials and therapeutic tools are maintained and secured.
- Maintain a secure, safe and clean office/facility.

ACCOUNTABILITY:

- Adheres to the philosophy, policies and procedures of the organization and participates positively and productively as an agency member.
- Accounts to the Executive Director, meeting on a bi-weekly basis participating in regular supervision and performance appraisal.
- Any client concerns re. Legal concerns (custody, etc.), sexual abuse, sexual assault, child neglect, or mental health disorders (multiple personality, or anything outside of the program mandate should be brought to the Executive Directors attention immediately.
- Writes client case reports according to agency-identified models and standards.
- To work within the budget guidelines submitting records (ie. Receipts) of all financial transactions mid and end month to the Whitevalley Community Resource Centre Bookkeeper.
- Evaluate impact of program on an ongoing basis (month-end program evaluation summarized), should be at the end of each program.
- All employees are required to establish or follow a system whereby accurate records can be kept of program participation and community involvement/interaction (ie. Local resource persons, service clubs, parents, schools, etc.). Stats (client and program) should be submitted at the end of each month. Attendance records must be kept at all times.
- Volunteers will be available to assist with typing, copying, phoning, etc., however all delegation of such work must be via the Whitevalley Community Resource Centre Executive Director or Office Manager.
- All Whitevalley Community Resource Centre receptionists must be informed in writing (ie. Volunteer memo) of the possibility of incoming calls, inquiries and new procedures.
- Keeps a work log, documenting hours spent on duties and submitting it along with receipts, a time sheet and mileage log to the Whitevalley Community Resource Centre Bookkeeper at the end of month.