



REACH - Regional Essential Access for Connected Health, Niagara Inc.

Job Title: Counsellor

Background:

Established in 2018, REACH Niagara works with and operates primary care medical clinics staffed by a multidisciplinary team of healthcare professionals. They primarily serve people who do not have a regular family doctor or cannot see their doctor to put healthcare within REACH for the homeless and marginalized in Niagara. They connect people with local family practices or Community Health Centers, mental health services, required specialist services, foot care, and wound care. Their initial 'Out REACH' began with establishing two clinics in St. Catharines shelters with regularly scheduled times for patient drop-ins. REACH represents a new and growing collaboration between primary care, key stakeholders across the health and social services sectors, people with lived experience, and several academic institutions, including McMaster University, Brock University, University of Waterloo & Niagara College.

Roles/Responsibilities:

The Counsellor is responsible for providing ongoing assessment and appropriate interventions to the community served by Regional Essential Access for Connected Health Care (REACH).

Reporting:

The Counsellor will report to the Executive Director.

Purpose

Reporting to the Executive Director, the Counsellor is responsible for providing ongoing assessment and appropriate interventions to the community served by Regional Essential Access for Connected Health Care (REACH). This encompasses a broad range of mental and emotional health services to individuals including assessment, time-limited counseling, bridging case management, and group work services. The incumbent will make the links between clients and external supports and services with a focus on client-centered care.

Accountabilities and Responsibilities

Duties and responsibilities include, but are not limited to:

- Provide mental health counselling to clients utilizing a variety of methods (i.e., Motivational Interviewing, Acceptance Commitment Therapy, CBT, Stage-Matched Interventions)
- Manage clients, coordinating care and referrals to external providers; follow up as required

- Facilitate and develop groups in collaboration with other members of REACH or its external partners
- Maintain client records with timely and accurate reporting
- Ensure confidentiality within the bounds of legislation
- Working knowledge of relevant provincial legislation (e.g., Mental Health Act, Child and Family Services Act) pertaining to services provided by REACH
- Act as a client advocate on individual and systemic issues
- Work within the guidelines of the Ontario College of Social Workers and Social Service Workers or College of Registered Psychotherapists
- Contribute to the on-going evaluation, development and implementation of the therapeutic programs that respond to the psycho-social health needs of REACH clientele
- Liaise with community agencies regarding issues relevant to client needs and identify and develop partnership/collaboration opportunities (when applicable)
- Provide support as a valued member of REACH's interdisciplinary team
- Represent REACH in relevant community groups and committees to advocate for REACH clients
- Mentor other REACH employees, students and interns providing advice and input to mentees for their development
- Develop and maintain strong ties to other professionals and community members
- Willingness to support student and volunteer placements
- Work in a manner that demonstrates commitment to REACH's mission, vision, and values
- Participate in professional development opportunities as appropriate
- Documenting, recording and reporting on outreach activities in an accurate and timely manner
- Working in a safe manner as per relevant health and safety legislation and REACH policies
- Any other reasonable duties as required

Education and/or Work Experience Requirements

- Master's level in Social Work, Counselling, Psychotherapy, or related field
- Certification and membership in good standing with the Ontario College of Social Workers and Social Service Workers (OCSWSSW) or College of Registered Psychotherapists of Ontario
- Demonstrated knowledge and experience in group work and community development
- Demonstrated knowledge of, and sensitivity to, the impact of social, economic, environmental and cultural issues on diverse communities
- Minimum of two years' experience counselling marginalized, complex populations
- Proven interpersonal, communication and organizational skills, including computer literacy

- Excellent interpersonal skills with colleagues, students, community members, and volunteers
- Thorough knowledge of and proficiency in current assessment, psychotherapy and psychosocial counseling techniques for working with individuals, couples and communities
- Ability to effectively deal with crises
- Proficiency in the use of EMR systems to follow established protocols and maintain accurate and timely documentation is an asset
- Knowledgeable with resources within the community and methods of access
- Proven ability to provide compassionate, respectful, non-judgmental and culturally competent care
- Demonstrated communication, time management, problem solving, and organizational skills
- Previous experience establishing collaborative working relationships with a multi-disciplinary team, clients, and community service providers

Special Requirements

- Visiting clients who may be actively psychotic or apathetic/disinhibited
- Visiting clients who may also have a concurrent disorder and/or dual diagnosis (substance use, developmental delay, brain injury)
- Visiting clients residing in sub-standard housing conditions or in shelter
- Periods of driving alone in all weather conditions
- Exposure to communicable diseases
- Potential for animal attacks and exposure to secondhand smoke
- Some expectation of dissatisfied clients
- Must provide own transportation and be able to travel throughout the Niagara Region to other clinic settings. Employees who use their personal vehicles for approved business shall ensure they are adequately insured with their personal insurance carrier. It is the employee's responsibility to possess and maintain a valid driver's license of the appropriate class to carry out their job.
- In accordance with Corporate Criminal Records Check policy, the position requires the incumbent to undergo a Criminal Records check, including vulnerable sector screening, and submit a Canadian Police Clearance Certificate prior to commencing employment
- Vaccinations as recommended in REACH Immunization policy

Part-time hours: 16 - 20 per week

Expected start date: 2022-02-01

Job Type: Part-time

Salary: \$32.00-\$39.00 per hour

Schedule: 8 hour shift

COVID-19 considerations:

All team members must be fully vaccinated, wear masks and follow Public Health Covid protocols.

To Apply:

Forward resumes electronically to the attention of David van Velzen, REACH Executive Director, to Davidv@reachniagara.com. Resumes will be accepted until March 15, 2022

REACH, Niagara, thanks all who apply for this position; however, only those selected for an interview will be contacted.