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| Job title: Community Counselor |
| Location: Mobile Health Clinic (Various locations in Niagara) |
| Reports to: Executive Director |
| Hourly Rate: \$39.43 - \$40.74 + 10% in lieu of benefits |
| Status: Full time, temporary (up to March 31, 2024; with potential of renewal) |
| Hours of Work: Monday - Friday, 8:30 a.m. - 4:30 p.m. (35 hours/week) |

Regional Essential Access to Connected Healthcare (REACH) is a dynamic nonprofit, charitable organization that provides health care services to the homeless and marginalized communities across Niagara in collaboration with our partners. We are committed to removing barriers to care by providing accessible and equitable care.

We are looking for a Community Counselor to join our team! The successful candidate is someone looking to grow as a leader. This person provides supportive counselling and case management to clients who are homeless, marginalized, and/or who have mental health and substance use issues. This person is highly skilled at partnership relationships and able to facilitate care coordination for complex individuals. Finally, this person oversees the operations of the mobile health clinic to ensure efficiency and meeting the needs of the community.

What you can expect from us:

- Competitive wage: \$39.43 - \$40.74 + 10% in lieu of benefits
- We believe in work life balance and provide: 6 paid health and wellbeing days + \$1,000 for your wellbeing
- Starting at 3 weeks of paid vacation
- 2 paid professional development days + \$1,000 in professional development
- Being part of an organization that is doing meaningful work in the community!

About the role:

Counselling Services:

- Provides counselling and case management services utilizing a variety of techniques, therapeutic modalities and approaches that are trauma-informed, strength-based, culturally sensitive and appropriate to client's issues
- Acts as a resource for, and works closely with, the other members of the mobile health clinic and community partners to assess needs and identify relevant services

and support options as well as developing and/or collaborate on the development of coordinated care plan

- Provides holistic assessment and support services to individuals presenting with mental/ emotional health or substance use issues
- Provide crisis intervention, systems navigation, accompaniments with clients and make appropriate referrals

Health Promotion, Education, and Advocacy

- Collaborate and consult with multidisciplinary staff, partnering organizations and broader community to facilitate comprehensive care
- Engage in evidenced-based practice and ongoing learning
- Advocate for individual client needs to ensure access to effective care, follow-up and resources from both an individual and systemic level
- Facilitate knowledge translation by educating colleagues on topics related to client care
- Assist the organization in grant and funding applications

Overall:

- Participates in ongoing evaluation of programs and service delivery
- Maintain timely documentation standard of client records using Telus PS Suites
- Participate in team and organizational meetings, committees, special events, etc.
- Understands and works within the Occupational Health and Safety Act (OHSA), Personal Health Information Protection Act (PHIPA), Accessibility for Ontarians with Disabilities Act (AODA), the Ontario Human Rights Code and other relevant legislation.
- Demonstrates a commitment to a healthy and safe workplace for self and others (staff, patients, families, etc.) by taking all reasonable precautions and working in compliance with REACH-related policies, health and safety legislation and best practices.
- Other duties as required

To excel in this role you will need:

Education and/or Work Experience Requirements:

- Master of Social Work degree or some combination of relevant education and experience in a similar health discipline
- 3-5 years' experience working in the community mental health and harm reduction sectors, or an equivalent blend required.
- Current registration with a regulated professional body (e.g. OCSWSSW) is an asset
- Expertise in providing counselling and case management to individuals who are experiencing or have experienced a complex history of mental health concerns, substance use, severe trauma, and/or homelessness required.

- Experience and knowledge of the social determinants of health, the health care system and the social support system as they relate to the needs of homeless and precariously housed individuals as well as individuals who may have substance use issues
- Experience building relationships with health care providers and organizations
- Experience working in a multi-disciplinary team and collaborating with teams on the care of clients
- Experience in mental health supports, crisis de-escalation, and safety assessments

Knowledge, Skills and Abilities:

- Demonstrated initiative and experience working independently with minimal supervision
- Thorough knowledge and experience of harm reduction, trauma-informed approaches, addictions and mental health
- Broad knowledge of dual diagnosis and concurrent disorders as well as alternative models and approaches to mental health treatment and trauma informed care
- Ability to work within an anti-oppression, trauma informed framework; understands and appreciates the diversity of our client, staff population and community
- Ability to carry out duties independently while maintaining accountability
- Demonstrated EMR (ideally Telus PS Suites) and software skills (Google Suites).

Conditions of Employment

- At point of hire, provide proof of education, registration of respective regulated College, satisfactory Police Clearance Certificate, routine immunizations as per REACH's Immunization Policy, and a driver's abstract.

Working Conditions

- Ability work a fixed schedule with possibility of evening and weekend hours
- This position will be located on the mobile health clinic and in the community with clients where needed.

Does this sound like something you may be interested in? Please email a copy of your resume and cover letter to Human Resources: carolyn@reachniagara.com .

We thank all applicants for their interest but only those selected for further consideration will be contacted.

REACH is an equal opportunity employer – we are committed to a diverse, equitable, and inclusive environment. We welcome all applications. In accordance with the Accessibility for Ontarians with Disabilities Act, 2005 and the Ontario Human Rights Code, REACH will provide accommodations through the recruitment process to applicants with disabilities. If selected to participate in the recruitment and selection

process, please inform Human Resources of the nature of any accommodation(s) that you may require in respect of any materials or processes used to ensure your equal participation.