



Job title: Clinical Counsellor
Location: Niagara Region
Program Area: JUSTICE
Reports to: Manager, Harm Reduction & Outreach
Wage range: \$36.94 - \$40.74 + 10% in lieu of benefits
Status: Full time (35 hours/week), temporary 1 year parental leave (ideal start Nov., 2025 to Dec., 2026)
Hours of Work: Monday - Friday (8:30 a.m. - 4:30 p.m.)

Summary

Regional Essential Access to Connected Healthcare (REACH) is a dynamic nonprofit, charitable organization that provides health care services to the unhoused community, survivors of intimate partner violence, those with justice involvement, and those who experience barriers to accessing healthcare services. We are committed to removing barriers to care by providing accessible and equitable care.

Reporting to the Manager of Harm Reduction and Outreach, the Clinical Counselor is highly experienced in building rapport and providing 1:1 clinical counselling for community members (18+) experiencing homelessness, mental health, substance use, sex trade, and other factors leading to inequities that have justice involvement. This person is experienced in multiple therapeutic modalities and able to work collaboratively with a team.

Accountabilities and Responsibilities

Duties and responsibilities include, but are not limited to:

Counselling Services:

- Provides 1:1 counselling services which may include Cognitive Behavioural Therapy, Motivational Interviewing, Acceptance and Commitment Therapy, and/or EMDR. The focus is on community members (18+) who are experiencing homelessness, mental health, substance use, sex trade, and other factors leading to inequities that have justice involvement at various point of care locations in the Niagara Region.
- Collaborate with existing court support workers, lawyers, bail workers, probation and parole officers, and the local detention centre to identify relevant needs.
- Facilitate access to case management, primary care, addictions care, and other referrals as identified by the client.

- Provides holistic assessment and support services including system navigation to individuals presenting with mental/emotional health or substance use concerns
- Ensures that appropriate support plans are developed, implemented, and evaluated in collaboration with clients; monitoring client progress adjusting plans as necessary
- Provide crisis intervention and de-escalation (when required)
- In collaboration with other Clinical Counsellors, develop and implement group programming.

Health Promotion, Education, and Advocacy:

- Collaborate and consult with multidisciplinary staff, partnering organizations and broader community to facilitate comprehensive care
- Advocate for individual client needs to ensure access to effective care, follow-up and resources from both an individual and systemic level
- In collaboration with the mobile health team, facilitate partner presentations
- Actively engage with point of care locations to ensure the vision and mission of REACH is being met

Overall:

- Engages in evidence-based practice and ongoing learning.
- Provide input for development of team and REACH programming and services
- Participates in quality improvement initiatives to advance the work of REACH.
- Operates within established policies and procedures.
- Maintains timely documentation standards using Telus PS Suites.
- Participates 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, clients, families, etc.) by taking all reasonable precautions and working in compliance with REACH-related policies, health and safety legislation and best practices.
- Ability to work flexible hours as requested by leadership.
- Work in a manner that demonstrates commitment to REACH's mission, vision, and values.
- Contributes to the REACH's strategic goals and objectives and values the equality and diversity of the client community.
- Other duties as required.

Qualifications

Education and Work Experience Requirements:

- Master of Social Work degree or some combination of relevant education and experience in a similar health discipline.
- Current registration with a regulated professional body as a **Social Worker** (OCSWSSW) or **Psychotherapist** (CRPO)
- Addition certification in Addictions Counselling (preferred)
- Additional certification in EMDR or equivalent
- 3-5 years' experience working with equity deserving populations and those with justice involvement.
- 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

Knowledge, Skills and Abilities:

- Broad knowledge of dual diagnosis and concurrent disorders as well as alternative models and approaches to mental health treatment and trauma informed care
- Demonstrated knowledge of the various processes and implications of the justice system (related to provincial and federal offenses).
- Skilled at developing positive relationships with all community members, building trust with ease, and working to assist people experiencing crisis.
- Ability to work collaboratively as part of an integrated, interdisciplinary team, and have good organizational, communication, interpersonal, and problem-solving skills.
- Understanding of self-care and awareness of personal and professional boundaries when working with complex issues.
- Ability to de-escalate conflict.
- Confidence in asserting and maintaining strong boundaries
- Ability to practice utilizing a client-centered approach with a strong understanding of the impact of the social determinants of health on client care management.
- Excellent time management skills with the demonstrated ability to effectively set priorities and complete required tasks.
- Ability to effectively identify problems and collaborate with others towards a solution.
- Must be able to work in an evolving environment, while maintaining a positive attitude and providing exemplary client-centered care.
- Demonstrated initiative and experience working independently with minimal supervision
- Excellent oral and written communication skills
- Ability to carry out duties independently while maintaining accountability
- Demonstrated EMR (ideally Telus PS Suites) and software skills (Google Suites).

Conditions of Employment

- Understands and works within the Occupational Health and Safety ACT (OHSA) and Personal Health Information Protection Act (PHIPA)
- Demonstrates a commitment of a health and safety environment for self and others by taking all reasonable precautions and working in compliance with REACH's related policies and best practices.
- Requires access to a reliable vehicle as travel within Niagara is expected
- At point of hire, provide proof of education, satisfactory Police Clearance Certificate, and a driver's abstract.

Working Conditions

- May include stressful environment where there are mental and emotional demands with an expected amount of unpredictable behaviors
- Potential exposure to traumatic situations
- Intermittent physical activity including walking, standing, sitting
- This position will be located in various locations across the Niagara Region

Employee Name:

Employee Signature:

Date:

Supervisor Name:

Supervisor Signature:

Date: