



Job title: Clinical Counsellor
Location: Niagara Region
Program Area: Mobile Health
Reports to: Executive Director
Wage range: \$38.94 - \$45.25 + 22.5% in lieu of benefits and MERC
Status: Full time (35 hours/week), temporary (up to July, 2028)
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 Team Lead of Community Outreach and Connections, the Clinical Counsellor provides 1:1 clinical counselling to clients who are experiencing homelessness, survivors of intimate partner violence, individuals at-risk of homelessness, and/or those who use substances at various point of care locations. 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, survivors of intimate partner violence, those at risk of homelessness, and/or other equity deserving populations at various point of care locations.
- Collaborates with other members of the team and partnering sites to offer varying health and well-being group sessions
- 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.

- 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
- Follow-up with clients serviced on the mobile health clinic and in the community
- Provide crisis intervention and de-escalation (when required)
- Facilitate client referrals for internal or external community services
- Build rapport and therapeutic relationships with community members while on the mobile as a means to introduce future counselling services

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
- Collaborate with leadership to complete quarterly funding reports and collection of client experience data
- Distribute harm reduction supplies and naloxone as required

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.
- 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)
- Certification in Addictions Counselor (preferred)
- Additional certification in EMDR or equivalent
- 3-5 years' experience working in the community mental health and/or addictions sector.
- 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

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
- 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: