



Join our Amazing E Fry Ottawa Team!

Community Counsellor – Mental Health and Addiction Services

Interviews starting September 7, 2023

Job title: Community Counsellor – Mental Health and Addiction Services
Reports to: Manager, Community Programs and Services
Hours: 37.5 hours/week
Language: English Essential (Bilingual Preferred)
Salary: \$26.52 plus benefits – **salary non-negotiable – unionized environment**

To protect vulnerable clients and staff, the successful candidate will be required to provide proof of full vaccination against COVID-19 as per our immunization policy. The successful candidate will be required to provide an updated Criminal Record Check (for vulnerable sectors).

Welcome!

E Fry Ottawa is committed to employment equity, actively seeks diversity in the workplace, and welcomes and encourages applications from members of equity-seeking groups including women, transgender, non-binary, and LGBTQ+ individuals, First Nations, Métis and Inuit individuals, persons with disabilities and members of racialized and marginalized groups.

About E Fry Ottawa

The Elizabeth Fry Society of Ottawa is a not-for-profit community agency that supports and advocates for women, gender-diverse people, and men impacted by the justice system. We provide a diverse array of community-based and residential programming. Our work is aimed at reducing harm and oppression, supporting people to overcome barriers to reintegration, and empowering them to build a life of stability and resiliency. We are a feminist organization committed to working from a human rights and anti-oppression perspective, recognizing systemic barriers that lead to marginalization. We work with trauma-informed, person-centered principles to promote a respectful, diverse, and inclusive environment that promotes healing, recovery, and successful reintegration. E Fry Ottawa is a unionized workplace.

Our Community Counsellor...

- Works within a multi-disciplinary team to provide prevention, assessment, referrals, clinical counselling and follow-up services to women and gender-diverse people who are experiencing mental health and substance use challenges.
- Delivers specialized programs and one-on-one counselling to women and gender-diverse people in the community.

Core Responsibilities

Intake and Assessment

- Complete client intakes, assess client needs, and determine service goals.
- Connect clients with appropriate internal and community resources.
- Conduct ongoing assessments with each client to determine appropriate interventions.

Program Facilitation

- Deliver specialized programming such as “Life after Trauma” and “Relapse Prevention” to community clients and clients at the Ottawa-Carleton Detention Centre (OCDC).
- Ensure the material presented is empowering and individual needs are considered in the presentation of skills development.
- Maintain accurate records and case notes of client’s attendance, participation, and progress in a case management database.
- Provide ongoing assistance, feedback, and support to participants consistent with their goals and determinants of success.
- Provide resource referrals, crisis intervention, and conflict resolution to group participants.
- Provide completion reports to referring professionals (Probation and Parole Officers, Courts, Defense Counsel)

Ongoing supports/responsibilities

- Provide crisis intervention strategies using a human-centered, trauma-informed approach.
- Liaise with community partners and other agencies in a manner that promotes the agency’s reputation and facilitates quality care for shared clients.
- Develop and maintain collaborative relationships with key supports and resources in the mental health sector.
- Support clients in identifying counselling goals and utilize recognized interventions to support clients in the achievement of established goals.
- Collaborate and network with community agencies/professionals as needed and provide appropriate referrals.
- Initiate and participate in individual professional development; maintain current knowledge and skills in relation to addiction, mental health, and evidence-based therapeutic approaches.
- Assist in the evaluation of participants' success and evaluate program effectiveness.
- Advocate for and help clients access community-based resources that would improve their well-being as required.
- Ensure that all documentation of client-related information is maintained in accordance with the policies and procedures of the organization and is completed in an accurate and timely manner.
- Attend and participate in staff meetings and professional development sessions as required.

Other responsibilities

The Community Counsellor attends monthly staff meetings and case management meetings as required and undertakes other duties as may be assigned by the Manager, Community Programs and Services to improve or enhance the delivery of service. The position requires ongoing input and maintaining of statistical information for monthly and quarterly reporting purposes. All E Fry Ottawa staff are responsible for promoting and delivering on the mission, vision, and values of our organization.

Qualifications

Required education and experience

- Qualifications for College Registration should include one of the following: QRP, RP, MSW, or eligibility for registration with the College of Registered Psychotherapists of Ontario (CRPO) or the Ontario College of Social Workers and Social Service Workers (OCSWSSW), or the CCC with the Canadian Counselling and Psychotherapy Association (CCPA) or relevant counselling certification.
- 1-2 years of recent experience providing counselling and group facilitation to women and gender-diverse people.
- 1-2 years of recent experience working in the mental health and addictions sector providing direct care/ case management services.
- Experience engaging and collaborating with vulnerable populations who are involved in the criminal justice system.
- Experience in the delivery of structural and strength-based programming.
- Experience working with marginalized women and/or communities who face multiple barriers such as poverty, systemic discrimination, disproportionate criminalization, and housing instability.
- Experience developing and implementing case management plans.
- Valid First Aid/CPR, Non-Violent Crisis Intervention (NVCI) and ASIST certification considered an asset.

Required knowledge, capacity, and commitment

- Demonstrated knowledge of general counselling principles and intervention techniques.
- Ability to maintain and encourage confident assessment, counselling, and program facilitation skills to engage, support, and interact with clients using a trauma-informed approach.
- A demonstrated ability to exercise strong decision-making skills and deal with unpredictable situations.
- A solid understanding of factors that contribute to individuals' involvement in the criminal justice system and the systemic causes of the over-representation of women and gender-diverse people with mental health and addiction challenges in the criminal justice system.
- Thorough knowledge of mental health and addiction supports treatment options and other social service supports/ resources in the Ottawa area.
- Ability to work with marginalized persons from a client-centered, empowering, and strengths-based approach.
- Excellent interpersonal skills and ability to establish and maintain trust relationships.
- Strong motivational interviewing skills and crisis intervention skills.
- Excellent verbal and written communication skills.
- Experience in supporting clients who are experiencing trauma, mental health complexities and substance use disorder(s) is essential.

Please submit your cover letter and resume to Diane Serré, Manager, Community Programs and Services at careers@efryottawa.com.

We thank all applicants who express an interest – only those selected for an interview will be contacted.