



Community Counsellor

Reports to: Manager, Community Programs
Job Type: Contract until March 31, 2026 (with possibility of renewal)
Hours: 15 hours/week (part-time)
Language: Bilingual (English and French) Preferred
Salary: \$28.68 plus benefits (salary non-negotiable – unionized environment)

About E Fry Ottawa

The Elizabeth Fry Society of Ottawa is a not-for-profit charitable community agency that supports and advocates for women and gender-diverse people impacted by the justice system. 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-centred principles to promote a respectful, diverse, and inclusive environment that promotes healing, recovery, and successful reintegration.

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.

Core Responsibilities:

Intake and Assessment

- Complete intake interviews for clients referred through the Direct Accountability Program to assess presenting issues, backgrounds, and treatment goals.
- Administer and interpret various assessment tools and inventories to gather comprehensive information to determine appropriate interventions and treatment plans.

Program Facilitation

- Provide individual and group programming on Theft Prevention to men participating in the Direct Accountability Program.
- 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.
- 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 the Community Justice Worker.

Ongoing supports/responsibilities

- Provide one-on-one individual counselling sessions to support clients in addressing their mental health and the underlying issues of their criminal allegations.
- Provide crisis intervention services to clients experiencing distress and provide appropriate interventions or referrals using a human-centered, trauma-informed approach.
- Offer psychoeducational workshops or resources on topics related to mental health, coping skills, and stress management to support clients' ongoing well-being.
- Consult with community partners and external agencies to facilitate quality care for shared clients while promoting effective collaboration.
- Consult with treatment centers/professionals and provide appropriate referrals.
- Initiate and participate in individual professional development; maintain current knowledge and skills concerning addiction, mental health, and evidence-based therapeutic approaches.
- Assist in the evaluation of participants' success and evaluate program effectiveness.
- Advocate for clients and consult with community-based agencies as needed.
- Maintain accurate and confidential records of client sessions, progress notes, treatment plans, and referrals in accordance with ethical and legal standards.
- 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 management. The position requires 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.

Required education and experience.

- Psychotherapist (Qualifying), Psychotherapist, or Social Worker (with clinical training and authorized to perform the controlled act of psychotherapy), and a registered member of one of the following regulating bodies:
 - College of Registered Psychotherapists of Ontario
 - Ontario College of Social Workers and Social Service Workers
 - Canadian Addiction Counsellors Certification Federation
- 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 collaborating 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.
- Understanding and practical experience with mental health and substance use screening and assessment tools.
- A demonstrated ability to exercise strong decision-making skills and manage unpredictable situations.

- Strong understanding of the factors contributing 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 substance use 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.
- 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

Workplace Conditions

Note that clients may face multiple challenges, including those related to mental health, trauma (past and current), and substance use. Work location is in our main office at the Bronson Centre. This role is performed mostly during the daytime on weekdays, with occasional evening work to accommodate client schedules.

Please submit your application to careers@efryottawa.com. Interviews will begin October 13, 2025