



## **Job Description**

**Position Title:** Counsellor – Crisis Program

**Supervisor:** Director of Counselling and Community Health

### **Qualifications:**

- Undergraduate degree in the social services, or equivalent experience
- Must be an active volunteer with no outstanding clinical, administrative or other concerns
- Minimum two years supervised crisis line counselling experience
- Crisis Worker Certification, an asset
- Completion of ASIST training
- Thorough understanding of the therapeutic/counselling process
- Experience counseling people in crisis and/or suicide
- Thorough knowledge and understanding of crisis intervention and suicide prevention
- Thorough knowledge of domestic abuse, its affects and dynamics and experience
- Thorough understanding of issues related to addictions
- Thorough understanding of mental health issues and the mental health system
- Demonstrated competence in risk and clinical assessment
- Proven ability to work from an empowerment model
- Ability to work independently and demonstrated decision making abilities
- Proven ability to promote team and program functioning
- Demonstrated effective communication skills
- Excellent interpersonal skills
- Ability to work flexible hours, including evenings, overnights and weekends
- Knowledge of community resources would be an asset
- Awareness of and sensitive to issues of cultural diversity
- Awareness of and sensitive to aboriginal culture
- Demonstrated ability to effectively supervise volunteers

**Responsibilities:**

- Provides counselling, support, information, referral and links to appropriate community services
- Assesses caller needs and risk
- Assists with updating and maintaining a human services directory and data base

**Other**

- Participates in training courses and in services offered elsewhere and by Klinik in order to maintain and improve quality of service
- Attend staff meetings as required
- Participates in program planning, evaluation and quality monitoring including completing daily statistics
- Participate in formal self-evaluations by identifying strengths and limitations
- Seek appropriate supervision/consultation of own actions
- Adheres to all agency policies, protocols and promotes best practice
- Perform other duties and functions related to their job description not exceeding above stated capacities



Management



Local 2348



Date



Date