

As part of the Crisis Program Team, this position provides crisis counselling and support to callers on our various crisis line services. Services are delivered through an empowerment based, trauma-informed lens, and within the broader context of the social determinants of health.

**Qualifications**

- Undergraduate degree in a relevant discipline required; the equivalent education and experience may be considered
- Understanding of empowerment based, trauma- informed principles
- A thorough knowledge and understanding of the following: therapeutic/counselling process, crisis intervention and suicide prevention, domestic abuse, mental health and addiction
- Ability to assess risk in the following areas: Posttraumatic stress, victims of violence, suicide bereavement, domestic abuse, addiction, mental health, child welfare, human trafficking and sexual assault.
- Ability to be self-reflective in the counselling process
- Ability to contribute to a positive team culture
- Excellent interpersonal and communication skills [verbal and written]
- Awareness of and sensitivity to issues of diversity
- Demonstrated ability to affectively supervise and support volunteers
- Ability to complete accurate and concise documentation
- Ability to learn and adapt to new computer programs

**Requirements**

- Satisfactory Criminal Record, Child Abuse and Adult Abuse Registry checks
- Completion of ASIST training
- Completion of Crisis Worker Certification Exam within one year of hire
- Ability to work days, evenings, weekends and overnights

**Clinical Practice**

- Provides compassionate and supportive telephone counselling
- Ensures high quality clinical care through assessment of caller's needs and risks
- Documents client care in accordance with agency and program standards
- Actively participates in monthly clinical supervision
- Seeks consultation to assist with complex clinical issues
- Provides information, referrals and links to appropriate community services
- Demonstrates clinical competency using a variety of therapeutic modalities
- Supervises and supports volunteers in learning counselling process
- Provides volunteers with regular evaluations and growth plans
- Participates in creating program plans and caller profiles
- Attends professional development opportunities to enhance knowledge and skills

**Organizational**

- Attends program and agency staff meetings
- Participates in program and strategic planning
- Assists with the development of resource material
- Attends required Klinik trainings

- Provides statistical data and reports as required
- Supports program and agency quality monitoring and evaluation
- Participates in Performance Reviews
- Adheres to all Klinik policies and procedures
- Notifies Management of concerns or risks as soon as they arise

#### **Communication**

- Articulates complex information clearly and concisely in spoken and written formats
- Gives and receives feedback in a constructive and professional manner
- Advocates for a person or cause by adhering to principles of empowerment and collaboration

#### **Teamwork**

- Builds and maintains collaborative and respectful working relationships
- Communicates directly and professionally with volunteers and team members across the organization
- Provides expertise, information and support to others
- Follows a constructive and effective process to resolve conflict

#### **Work Habits**

- Ensures accuracy and high standards for work
- Organizes, prioritizes, plans and coordinates own tasks to complete work efficiently
- Demonstrates accountability and follow through on commitments and goals
- Adapts to change and displays openness to new ideas and approaches