



**JOB DESCRIPTION**  
**Counsellor**  
**Department: Drop-In**  
**Updated:**  
**Union: Professional Technical: MAHCP**

This position provides drop-in counselling sessions and supports access to services across the organization. Care is 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 social science field; graduate degree in counselling preferred
- Minimum two years (full time) supervised in-person counselling experience
- Experience providing dyad and family counselling is an asset
- Understanding of empowerment based, trauma-informed principles
- Thorough knowledge and clinical experience related to risk assessment, crisis intervention, suicide prevention, trauma, domestic abuse, suicide loss, mental health and substance use/addiction
- Ability to provide counselling within a one time and/or short term framework
- Understanding of the role of professional self-reflection 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

### **Requirements**

- Satisfactory Criminal Record, Child Abuse and Adult Abuse Registry checks
- Registration with relevant professional regulatory association

### **Responsibilities:**

- Conducts short-term and drop-in therapy sessions with individuals, dyads and families
- Liaise with community resources and service organizations
- Support counselling services (intake) when needed
- Work as part of a team and promote team functioning
- Assist in program planning, evaluation and quality monitoring including completion of statistical data
- Participate in formal self-evaluations
- Perform other duties and functions related to job descriptions not exceeding above stated capacities

**Practice**

- Documents client care in accordance with agency and program standards
- Actively participates in clinical supervision
- Demonstrates clinical competency using a variety of therapeutic modalities
- Attends professional development opportunities to enhance knowledge and skills
- Liaises and consults with external service providers
- Seeks internal and external consultation to assist with complex practice issues
- Ensures high quality clinical care through assessment, planning and regular review of client's goals

**Organizational**

- Attends program and agency staff meetings
- Attends required Klinik trainings
- Adheres to all Klinik policies and procedures
- Notifies Management Team 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
- Models and actively fosters positive team culture
- 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
- Supports optimal access to service by assisting the Management Team in supporting effective and efficient program workflows

**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