



## **JOB DESCRIPTION**

**Counsellor**

**Department: Hummingbird/Crisis**

**Updated:**

**Union: Professional Technical: MAHCP**

As part of the Hummingbird team, this position provides crisis counselling and support to callers on Klinik's various crisis lines services, especially the sexual assault crisis line. Staff working in Hummingbird also provide in-person support to individuals who have experienced sexual and intimate partner violence within an interdisciplinary model at Klinik Community Health. Hummingbird crisis counsellors also provide support at various medical facilities within the City of Winnipeg, most commonly the Health Sciences Centre as well as with the Winnipeg Police Service during statements. The successful applicant will also be actively involved in supporting new Hummingbird volunteer advocates as they become confident in their in-person advocacy work. 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 Social Sciences, graduate degree preferred
- Understanding of empowerment based, trauma- informed principles
- Current member of the SACP program preferred former members of SACP are encouraged to apply
- 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.
- Demonstrated ability to support new learners develop skill and competency
- 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
- Registration with relevant professional regulatory association
- Crisis Worker Certification (\*Crisis Program)

### **Responsibilities:**

- Provides crisis counselling, support, information, referral and links to appropriate community services
- Mentors new volunteer advocates in the Hummingbird program
- Provides in-person support and advocacy at Klinik and other external locations

- Assesses caller needs and risk
- Charts appropriately according to Klinik procedures and documentation guidelines
- Participates in training courses and in-services offered elsewhere and by Klinik in order to maintain and improve quality of service
- Participates in program planning, evaluation and quality monitoring including completing daily statistics
- Participates in formal self-evaluations by identifying strengths and limitations
- Seeks appropriate supervision/consultation of own actions
- Adheres to all agency policies, protocols and promotes best practice
- Performs other duties and functions related to their job description 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