

**Position:** Residential Counsellor – Full Time (Contract)  
**Reporting to:** Residential Manager  
**Posting Date:** January 26, 2018  
**Start Date:** As Soon as Possible  
**End Date:** Mid-January, 2019  
**Hours of Work:** As per rotational schedule  
**Salary:** \$22.28 to \$23.31 per hour

**Position Summary:**

Under the direct supervision of the Manager of Residential Services, the Residential Counsellor is responsible for managing the day to day running of the shelter. This includes the provision of counselling services to residents of the shelter, as well as crisis counselling on the 24-hour phone lines. The Residential Counsellor is also responsible for providing professional casework, advocacy, and referral services to women and children who are victims of family violence. The Residential Counsellor will demonstrate a commitment to the provision of excellent client services and contribute to a respectful, productive work environment at Cornerstone.

Upon request Cornerstone will provide reasonable accommodation for disabilities to support participation of candidates in all aspects of the recruitment process.

**Qualifications:**

- Solid understanding of issues related to family violence, supported by a diploma or preferably a degree in the Social Sciences and/or related work experience.
- Solid understanding of the links between violence, trauma, addictions and mental health
- Knowledge of casework and Motivational Interviewing counselling principles
- Knowledge of CCISC, harm reduction
- Trauma-informed
- Manage aggressive behaviour
- Excellent written and verbal communication skills
- Superior organizational and time management skills
- Sound knowledge of relevant legislation
- Relevant knowledge of local community and social services
- Excellent interpersonal skills
- Sound knowledge of community agencies and relevant legislation
- Strong analytical/critical thinking and sound judgment
- Ability to work independently and as part of an interdisciplinary team
- Basic First Aid and CPR certification

The Job Description for this position is available on our website at:

[www.cornerstonenorthumberland.ca](http://www.cornerstonenorthumberland.ca).

If you are interested in the above position, please express your interest by 12pm (noon) on February 9, 2018 via email to Christina Colacicco at: [ccolacicco@cornerstonenorthumberland.ca](mailto:ccolacicco@cornerstonenorthumberland.ca).

Only applicants being considered for an interview will be contacted. No follow up telephone calls or emails please.

## ***Job Description***

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### **RESIDENTIAL COUNSELLOR**

**Reporting To:** Manager of Residential Services

**Location:** 40 Swayne St.  
Cobourg, Ontario

#### **Purpose of the Position**

Under the direct supervision of the Manager of Residential Services, the Residential Counsellor is responsible for managing the day to day running of the shelter. This includes the provision of counselling services to residents of the shelter, as well as crisis counselling on the 24-hour phone lines. The Residential Counsellor is also responsible for providing professional casework, advocacy, and referral services to women and children who are victims of family violence. The Residential Counsellor will demonstrate a commitment to the provision of excellent client services and contribute to a respectful, productive work environment at Cornerstone.

#### **Summary of Duties and Responsibilities**

##### **1. Client Services**

- Provide professional assessment, casework and counselling service and referrals to clients in a confidential manner
- Complete admission, intake, post intake and discharge process with clients
- Complete intake assessment and service plans with clients and coordinate service with the team
- Complete safety assessments and risk management strategies
- Complete risk assessments and safety planning
- Respond to telephone requests ranging from general information inquiries to supportive and crisis counselling
- Work collaboratively within an interdisciplinary team to assess and respond to the needs of individual women and children
- Facilitate program modules for clients

##### **2. Administration**

- Maintain appropriate and accurate file documentation
- Respect the confidentiality of client files, subject to legal and policy parameters
- Collect and maintain accurate service statistics
- Write letters and reports as required
- Respect the confidentiality of client files, subject to legal and policy parameters
- Attend staff and team meetings
- Contribute to maintaining security, fire and health and safety standards.

### 3. Community Relations

- Collaborate with community agencies
- Provide support and advocacy with clients by facilitating necessary accompaniments

### 4. Other

- Perform other duties as assigned
- Contribute to maintaining the cleanliness of the building and property

### **Effort To Meet These Responsibilities**

- That diplomacy and tactfulness be used at all times
- That schedules/deadlines are met as needed
- That emergency/crisis situations are managed with clear and swift decisions
- Occasional extended hours
- Physical exertion from time to time, generally light to medium weight, unassisted
- Occasional travel may be required
- The use of office machines/equipment including a variety of computer programs
- Good time management skills to be able to perform responsibilities in a very busy, diverse and highly interruptive environment
- Ensure that work performance and behavior is compliant with the Ontario Health and Safety Act
- That all responsibilities be performed in keeping with the philosophical framework set out in the Mission Statement of Cornerstone Family Violence Prevention Centre

### **Working Conditions**

The clients and the nature of Cornerstone Family Violence Prevention Centre programs presents exposure to:

- Infectious diseases
- Verbally and physically aggressive/abusive behaviour from clients
- Possible threat from resident partners

The physical nature of Cornerstone Family Violence Prevention Centre provides:

- Busy, sometimes noisy environment
- Shared office space
- Shared program space
- Limited personal space

### **Skills and Knowledge Required**

- Solid understanding of issues related to family violence, supported by a diploma or preferably a degree in the Social Sciences and/or related work experience.
- Solid understanding of the links between violence, trauma, addictions and mental health
- Knowledge of casework and Motivational Interviewing counselling principles
- Knowledge of CCISC, harm reduction
- Trauma-informed
- Manage aggressive behaviour
- Excellent written and verbal communication skills
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