

Position: Relief Residential Counsellor
Reporting to: Manager of Residential Services
Location: Cornerstone Family Violence Prevention Centre

Hours of Work: Must be available for a variety of shifts including days, evenings, overnights, weekends as program runs 24 hours a day, 7 days a week.

Position Summary:

Under the direct supervision of the Residential Manager, the Relief Residential Counsellor is responsible for the day to day running of the shelter. This includes the provision of counseling services to residents of the shelter, as well as on the 24-hour phone lines. The Relief Residential Counsellor will demonstrate a commitment to the provision of excellent client service which includes providing professional assessment, casework and counselling service and referrals.

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

Qualifications:

1. Solid understanding of issues related to family violence, supported by a diploma or preferably a degree in the Social Sciences
2. Minimum of 1-3 years' experience including work and relevant field placements in the Social Service sector
3. Solid understanding of the links between violence, trauma, addictions and mental health
4. Knowledge of casework and Motivational Interviewing counselling principles
5. Knowledge of, and experience implementing, non-violence crisis intervention strategies
6. Excellent written and verbal communication skills
7. Strong analytical/critical thinking and sound judgment
8. Superior organizational and time management skills
9. Relevant knowledge of local community and social service, medical and justice systems
10. Ability to contribute to a respectful, productive work environment

If you are interested in the above position, please forward cover letter and resume to:

Lucy Caldwell
Residential Team Lead
40 Swayne Street
Cobourg, Ontario
K9A 1K5
Fax: 905-373-4800
lcaldwell@cornerstonenorthumberland.ca

Only qualified applicants will be contacted. No follow up telephone calls or emails please.

Job Description

RELIEF RESIDENTIAL COUNSELLOR

Reporting To: Manager of Residential Services

Location: 40 Swayne Street
Cobourg, Ontario

Purpose of the Position

The Relief 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 Relief Residential Counsellor will demonstrate a commitment to the provision of excellent client services and contribute to a respectful, productive work environment at Cornerstone. This is a casual position with no guaranteed hours of work.

Summary of Duties and Responsibilities

1. Client Services

- Complete eligibility assessments for residential services and/or facilitate referrals to appropriate service(s)
- Complete admission and discharge process with clients
- Complete risk assessments and safety planning
- Complete safety assessments and risk management strategies
- Support case management process of the Residential Team
- 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 programming, as needed

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
- 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

4. Other

- Perform other duties as assigned
- Contribute to maintaining the cleanliness of the building and property
- Be available for various shifts including days, evenings, overnights through the work week and weekend
- Participate in on-call rotation schedule

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

- Relevant degree or diploma
- Minimum 3 years relevant work experience preferred
- Comprehensive understanding of issues related to family violence, including a strong understanding of the links between violence, trauma, addictions and mental health, and homelessness
- Proven ability to respond to complex needs of clients in a counselling capacity
- Knowledge of the following frameworks:
 - Motivational Interviewing,
 - The Comprehensive Continuous Integrated Systems of Care model of service provision
 - Harm Reduction
 - Family and Intimate Partner Violence within a gendered lens
 - Trauma informed, and

- Housing First in relation to Violence Against Women
- Strong crisis intervention skills
- Relevant knowledge of local community and social services
- Sound knowledge of relevant legislation
- Superior organizational and time management skills
- Solid written and verbal communication skills
- Excellent interpersonal skills
- Strong analytical/critical thinking skills and sound judgment
- Proven ability to work independently and as part of a interdisciplinary team
- Basic First Aid and CPR certification