

COUNSELLOR ADVOCATE I – NON-RES/FOLLOW-UP COUNSELOR – FULL TIME

Posted: October 9, 2019

Position Summary:

Agape House-Eastman Crisis Centre Inc. is currently hiring a flexible, self-starter to fill the role of **Non-Residential/Follow-up Counsellor**. Reporting to the Executive Director or designate, the Counsellor-Advocate I (CAI) is responsible for the efficient delivery of non-residential and follow-up programs and services to individuals who are victims of family and domestic violence including the delivery of our Interim Housing program. Counsellor Advocates at this level are responsible for the provision of professional services designed to provide women and their children with the opportunity to become independent, to regain a balanced perspective on their lives, and to begin planning for their future. This is to be done on a voluntary and confidential basis. The successful candidate will have a strong understanding of clinical and social services.

General Responsibilities:

- Responsible for ensuring structured intake documentation and case management of non-residential, follow-up and interim housing clients including:
 1. Goals and objectives
 2. Assessment of support network
 3. Assessment of safety plan/issues
 4. Other concerns including children, legal, financial challenges, educational needs, advocacy needs, and other relevant issues
- Providing adequate information and options available to women upon departure from shelter and ensure appropriate referrals to community resources.
- Facilitates the development of a personal plan for each client which contains established goals and has identified steps to meet these goals.
- Responsible to book and manage appointments with clients.
- Facilitation of group programming to be offered to all clients
- Responsible for the overall maintenance and management of Interim Housing units and program
- All other responsibilities as assigned by the Executive Director.
- The full CAI job description is attached with this bulletin.

This full-time position will be a daytime position but may include evening, weekend, and the occasional midnight shift work, as per the requirements of the shelter and shelter clients, and in consideration of employee vacation, holiday, and sick day relief/coverage. Full-time staff of Agape House qualify for a comprehensive benefits package, including dental, medical, eye care, long-term disability and employee assistance program, for which the employee is responsible for 50% of the premiums cost. Benefits are available after six months of full-time employment are completed.

Full-time employees are also required to participate in a Performance Management Plan (PMP) process with the Executive Director; with an average of two meetings per year to be conducted during work hours.

Hours of Work:

Hours of work will be .9 (nine shifts every bi-weekly pay period - full-time). As with all shelter positions,

flexibility will be required should coverage be needed at other times of the day to assist with events, meetings, emergency circumstances, etc.

Salary and Benefits:

Wages and benefits for this position will be earned and paid as per the current collective agreement, and according to the appropriate wage scale. Where applicable, over-time and night shift premium will be paid, as per our union contract.

Selection Process:

Interested applicants are encouraged to apply in writing by October 18th at noon with cover letter and salary expectations to the attention:

Tracy Whitby, Executive Director - Email: director@agapehouse.ca

Thank you for your interest in this opportunity with Agape House-Eastman Crisis Centre. Agape House wishes to thank all candidates for their interest, but only those considered for an interview will be contacted.

EASTMAN CRISIS CENTRE INC. - Job Description

Position Title: Counsellor Advocate I

Position Summary: Under supervision of the Executive Director or designate, the Counsellor/Advocate I is responsible for the efficient delivery of residential and non-residential programs and services to women and children who are victims of abuse. The Counsellor/Advocate I assists women to appraise their situation, to identify problems, and to look for alternate solutions.

Qualifications:

1. Educational Requirements:
 - (a) completed University degree in BSW or BA with related degree area, plus one year at Eastman Crisis Centre or related work experience (2080 hours) with a positive job evaluation; or
 - (b) a completed Certificate in Applied Counselling with Specialization in Family Violence Intervention (300 hours) plus two years at Eastman Crisis Centre or related work experience (2080 hours) with a positive job evaluation.
2. Awareness and understanding of issues pertaining to violence and abuse, particularly to the cycle of abuse and the profile of an abuser. Understanding of other related issues e.g. post traumatic symptomology and addictions.
3. Knowledge of human behaviour and development, the social and economic system, and the social service system.
4. Knowledge of the factors that contribute to normal development and of women's and children's issues as these relate to child and woman victimization.
5. Clear understanding of confidentiality and the dynamics of a "supportive" relationship. Ability to maintain confidentiality and perform responsibilities under such a mandate.
6. Skilled in interviewing, assessment and advocacy from a feminist perspective, including the ability to provide non-judgmental support to residents and non-residents.
7. Proven clinical counselling and assessment skills - particularly crisis counselling and related short and long term counselling skills. Proven skills in group counselling.
8. Highly developed and demonstrated written and verbal communications with clients, co-workers, peers, volunteers and supervisors.
9. Ability to develop programs and assist in policy development.
10. Ability to communicate (written and/or verbal) in either the French or German (high or low) language an asset.
11. Valid Province of Manitoba driver's license.
12. Willingness to undergo a criminal record check and child abuse registry check.
13. Demonstrated and continuing commitment to professional development and to self-care.

DUTIES OF EMPLOYMENT

1. **ADMINISTRATIVE**

- 1.1. Attend staff meetings as required
- 1.2. Provides accurate documentation and stats of any client or client-related contact according to the policy and procedures manual, Standards Manual for Women's Shelters, and Service and Funding Agreement.
- 1.3. Maintains a high degree of professionalism in all areas of documentation
- 1.4. Completes all required documentation for each shift
- 1.5. Utilizes log books in an appropriate manner, ensuring clear communication with co-workers
- 1.6. Updates direct supervisory personnel of any changes in client status, properties, or physical operations of the shelter
- 1.7. Responsible for understanding and following policies and procedures

2. **DIRECT SERVICE**

- 2.1 Respond to twenty-four (24) hour crisis line providing necessary information and crisis intervention
- 2.2 Responsible for ensuring structured intake documentation of in-person clients, followed up by initial assessment
- 2.3 Responsible for orienting clients to shelter and ensuring that they understand shelter policy (safety and confidentiality)
- 2.4 Able to prioritize by ensuring:
 - Client's practical needs are met
 - Client's clinical/counselling needs are met
- 2.5 Assist and support individual clients in setting goals for the future and in developing steps to achieve them
- 2.6 Provide information regarding legal options, housing alternatives, parenting issues, life skills, employment/training, community resources, etc.
- 2.7 Provide individual counselling to in-house clients using appropriate crisis counselling methodology
- 2.8 Utilizes time appropriately during program downtimes (e.g. clients out) or low occupancy
- 2.9 Seeks reasonable solutions given financial and human resources when problems develop
- 2.10 Maintains ongoing positive public relations with outside agencies, groups, and individuals
- 2.11 All other duties as assigned

3. TEAM RESPONSIBILITIES/STAFF DEVELOPMENT

- 3.1 Organizes workloads and demonstrates effective time management
- 3.2 Participates as a responsible team member by communicating and providing support to various co-workers and back-up when required
- 3.3 Active participant in debriefing with team members as needed
- 3.4 Acts as a responsible team member by maintaining clear, direct and respectful communication with team members, co-workers and management
- 3.5 Adheres to agency policy for conflict resolution and maintenance of a respectful workplace
- 3.6 Is flexible to meet the demands of the job/agency, including availability for additional shifts in cases of emergency

4. SUPERVISION

- 4.1 Keeps two-way communication open with supervisor
- 4.2 Discusses potential or active problem areas regarding work with supervisor
- 4.3 Accepts supervisory feed-back in an appropriate way
- 4.4 Actively participates in annual and on-going performance reviews
- 4.5 Requests supervision and support appropriately

5. ETHICS

- 5.1 Maintains professional ethics and adheres to the "*Eastman Crisis Centre Counsellor's Code of Ethics*", as well as "*Guidelines for Ethical Behaviour*", as stated in the agency's Policy and Procedure Manual
- 5.2 Does not offer or provide services to clients that are beyond agency limitation and competency
- 5.3 Maintains a strictly confidential relationship with clients
- 5.4 Adheres to agency policy regarding Client/Staff Relationships (10.28)

6. PROFESSIONAL DEVELOPMENT

- 6.1 Maintains and updates job skills
- 6.2 Keeps up to date with issues of family/domestic violence
- 6.3 Shares appropriate expertise/knowledge
- 6.4 Manages time effectively to meet needs of both agency and self
- 6.5 Uses appropriate mechanisms for resolving internal agency problems
- 6.6 Maintains self-awareness of personal issues that may affect job performance

