

Employment Opportunity
1year Maternity Contract – Crisis Counsellor
35hours/weekly – January 2019 - December 2019
Closing Date: January 30, 2019

Distress Centre Calgary provides Calgary and area with 24-hour crisis support. We do this through our 24/7 crisis and 211 information and referral phone lines and email. We also provide daily chat and text support(for youth) and professional counselling. All of our services are free and because we do not define crisis anyone can contact us day or night about anything.

We support all social issues – homelessness, poverty, depression, mental illness, bullying, addiction, PTSD, domestic violence, abuse, etc.

We provide a compassionate and supportive environment for our staff and volunteers so they can provide 24-hour support to Calgary's most vulnerable population.

Job Objective

The Crisis Counsellor position provides support to the 24/7 Contact Centre by providing on-site crisis counselling to individuals, couples and families.

Scope of Responsibilities

- + The primary responsibility of the Crisis Counsellor is to provide short-term, brief crisis counselling services
- + Crisis Counsellors are responsible for providing service to clients that meets the Alberta College of Social Work (ACSW) *Standards of Practice* and *Code of Ethics*.
- + Crisis Counsellors are responsible for understanding all internal protocols related to risk assessment.
- + Crisis Counsellors are responsible for completing intake duties on an as-needed basis during scheduled and unplanned Intake Coordinator absences.
- + Crisis Counsellors are responsible for maintaining involvement in the Volunteer Program.

Duties

Counselling Program:

- Provide crisis counselling with individuals, couples, and families.
- Meet with drop-in clients as needed during scheduled office hours.
- Conduct psychosocial assessments and formulate interventions in collaboration with clients and in consultation with the Clinical Services Manager
- Provide appropriate referrals to clients as needed
- Maintain clinical records and statistics on a timely basis according to Program requirements
- Participate in regularly scheduled supervision with the Clinical Services Manager

- Participate in training and ongoing staff development for outcome monitoring
- Provide emergency appointments and coverage as negotiated with Clinical Services Manager

Volunteer Staff Mentor Role:

- Supervise a group of Contact Centre volunteers as assigned by Volunteer Program
 - Provide performance management of said volunteers
 - Attend volunteer staff mentor meetings
 - Participate in volunteer training which typically includes facilitating classroom training and providing coaching shift supervision
- + Intake:
- Complete intake duties on scheduled and on as-needed bases via monthly Emergency Schedule
 - Assess client intake referrals according to Emergent, Urgent, Semi-urgent and Non-urgent criteria
 - Assign clients to counselling staff and schedule first appointments
 - Maintain timely documentation for Intake Assessments according to Program requirements
 - Maintain timely, accurate statistics according to Program requirements
- + Other
- Supervise practicum students as needed
 - Engage in on-going professional development including scheduled and ad hoc supervision, case conferencing, distribution of resources to staff, connecting with community resources, and facilitation of in-service training
- + Meetings
- Attend all staff meetings and report on any pertinent clinical information
 - Participate and facilitate in in-service clinical training
 - Participate in clinically appropriate community meetings as required

The duties and responsibilities outlined above are representative but not all inclusive. Other related duties as required.

Qualifications and Requirements

Master of Social Work or Psychology

Must be registered with the Alberta College of Social Workers or with the corresponding professional regulatory, licensing body (i.e. College of Alberta Psychologists)

Lines of Communication/Accountability

Clinical Services Manager

Special Working Conditions

The Crisis Counsellor schedule is negotiable, however, each counsellor must work the minimum of one evening (e.g. 1:00 pm – 9:00 pm) per week and provide evening appointment availabilities

Provide on-call weekend and evening coverage for Contact Centre per rotating schedule and at other times as required by the Agency.

Benefits of joining Distress Centre:

- Opportunity to be part of a team committed to social impact
- A diverse workplace and great working environment, including the opportunity to participate in wellness activities
- Ongoing training and skills development, including a staff development fund
- Benefits, matched RRSP plan & competitive salary
- Generous vacation package

To apply, please send a resume and cover letter including salary expectations to Human Resources at hr@distresscentre.com

Applicants will be contacted.