



JOB POSTING

This is a Casual / On Call Position

All interested applicants are asked to submit their resumé, quoting “Addictions Support Counsellor” in the subject line, to:

hr@ottawamission.com

We thank all applicants for their interest in The Ottawa Mission; however only those selected for interview will be contacted.

JOB TITLE: ADDICTIONS & TRAUMA SERVICES SUPPORT COUNSELLOR

REPORTS TO:

MANAGER OF ADDICTION & TRAUMA SERVICES
(DOTTED LINE REPORT TO MANAGER OF CLINICAL SERVICES)

DEPARTMENT:

ADDICTION & TRAUMA SERVICES (ATS)

JOB LEVEL:

PROGRAM SUPPORT

Core Purpose and Mission Statement

The Core Purpose of the Ottawa Mission is to reflect Jesus’ love in serving the homeless, the hungry, and the lost.

Our Mission is to provide food, shelter, clothing and skills, and offer healing, faith and hope for building a wholesome life.

Vision & Values

Our Vision is to become a collaborative leader and innovator in empowering those we serve in transitioning to wholeness.

Our Values are Acceptance, Respect, Compassion, Integrity and Interdependence

Position Purpose

Reporting to the Manager of Addiction & Trauma Services (ATS) the Support Counsellor is responsible for assisting the Addiction Counsellors in admission, assessment and treatment of clients including providing consistent, responsible supervision of the clients during the evening and overnight operations of ATS’s Life House program.

Major Responsibilities

ACCOMMODATION IS AVAILABLE, UPON REQUEST, FOR ALL EMPLOYEES WITH DISABILITIES

Care & Intervention

- Establish and maintain a positive rapport with the clients
- Maintain an atmosphere of mutual respect and positive morale among staff and clients
- Participate in the establishment and implementations of program delivery
- Participate in educational and employment support programs for clients
- Provides guidance to assist clients to access other Ottawa Mission programs and services or other community services that serve to achieve client's treatment goals
- Mediate crisis/conflict situations using non-violent crisis intervention techniques and/or ASIST and/or First Aid/CPR and refer to/advise appropriate staff as needed
- Ensure safety and security of clients, staff, visitors
- Ensure communication with clients, staff, all emergency personnel, health care providers, public and other contacts is done so in a professional manner
- Maintain memos, records, and other record sharing systems and client files. This includes communication of such information between shifts and other ATS staff by regularly updating all necessary communication and records related to clients
- Maintain confidentiality and privacy of client, staff and The Ottawa Mission at all times
- Work collaboratively with all other departments as necessary
- Maintain communication exchanges with team members before every shift to review vital information pertaining to the shift ahead and information and issues regarding the clients
- Ensure client medication records are maintained accurately and that medications are taken as prescribed by a physician
- Ensure residence and living spaces are clean and that any cleaning, repairs, laundry and food preparation/clean-up is completed as designated
- Ensure building is locked and secured for the night and fire exits are clear and unobstructed
- Completes bedtime routines (if necessary), room and bed checks as designated
- Completes wake ups and morning routines as designated
- Remain continuously awake during overnight shift

Administration and Accountability

- Maintain administration of the overnight aspects of ATS , including appropriate documentation and case notes
- Maintain records and observe professional standards with respect to ethics and boundaries
- Meet with the Counselling team as required
- Meet with the Manager of ATS and the Manager of Clinical Services on a regular basis, as required
- Participate in initiatives to improve the quality of all aspects of the service.
- Maintain flexibility in practice as required
- Ensure adherence to all Legislated and Ottawa Mission policies and procedures
- Ensure all Ottawa Mission resident guidelines are enforced without prejudice
- Ensure adherence to all health and safety regulations, reporting any safety issues

Other Requirements

Education

- College Diploma in Social Services

Experience

- Experience working with homeless and vulnerable populations
- Experience working with concurrent disorders and knowledge of related treatment issues
- Experience working in an addiction treatment setting considered an asset

Qualifications

- Ability to work effectively and independently with minimum supervision
- The ability to work collaboratively as a member of an interdisciplinary team
- Solid working knowledge of MicroSoft Office (Word, Excel)
- Availability for weekend, evening and overnight shifts
- Excellent oral and written communication skills
- Ability to obtain a current valid police record check for working with the vulnerable sector
- Crisis Management and problem solving skills
- Able to express empathy and compassion when dealing with clients diverse and challenging situations
- Negotiating skills
- Attention to detail
- ASIST training / NVCI / First-Aid, CPR / Mental Health First Aid considered an asset
- Knowledge of personal Health and Safety regulations; WHMIS certification / Fall Protection Certification considered an asset
- Class "G" driver's license considered an asset
- Bilingualism considered an asset

Working Conditions

- Must adhere to strict deadlines and be able to manage and respond to competing priorities
- Must be comfortable working in a challenging environment that has the potential for confrontation and/or exposure to violence
- Must be comfortable working with individuals with various cognitive limitations and mental health issues
- Must be comfortable dealing with stressful or atypical situations
- Must be willing to work a flexible schedule including weekends, evenings and overnights