



**HAMILTON-WENTWORTH CHAPTER OF NATIVE'S WOMEN'S INC.  
NATIVE WOMEN'S CENTRE**

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**Position Title:** Mental Health Additions Counsellor

**Hours:** Forty (40) Hours per Week  
Must Be Flexible With Availability, Will Be Required To Be On Call.

**Goal:**

- The scope of this position is to serve as a resource for women and women with children while enrolled in the Transitional Housing Support Program, Shelter Services and during the transition to permanent housing. This role will also refer to service providing agencies as required to meet the needs of the service user.
- To provide counselling to service users with a wide range of concerns, concurrent disorders, PTSD, anxiety, suicidal and/or homicidal ideation, intergenerational trauma.
- The responsibilities will include but not limited to case management of service users, administration functions, participation in committees and program reporting. Emergency on-call management.
- The Mental Health Additions Counsellor is an integral member of the NWC team, to provide life coaching, personal counselling, solution and goal focused psychotherapy.
- To conduct educational seminars, workshops to service users.

**Line of Authority:**

The Mental Health Additions Counsellor reports directly to the Executive Director and is subject to the direction given to her by the Executive Director.

The Mental Health Additions Counsellor works as a team member with all other staff of the agency and is part of the Case Management meetings.

**Decision Making:**

Responsible for ensuring staff operate in accordance with NWC policies and procedures, and all applicable laws, by-laws, rules, regulations, and Acts pertaining to emergency shelter services and child welfare legislation while maintaining an appropriate professional relationship.

Day to day decisions involved in carrying out the duties and responsibilities of the position. Approval and authorization for the expenditure of any finances to complete the duties and responsibilities must come from the appropriate representative; the Executive Director.

Keep the Executive Director informed of all matters that require her consideration or action, specifically, but not limited to issues/concerns that affect the Hamilton-Wentworth Chapter of Native Women Incorporated and/or Native Women's Centre.

Provide the Executive Director with constructive ideas on how to improve the effectiveness and efficiency of the areas pertaining to the position.



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Provide the Executive Director with complete, reliable, competent and timely advice on matters related to the position.

The Program Manager will assist all staff members in matters of mutual concern and maintain a harmonious professional working relationship with all staff members.

The Program Manager shall not assign this position description or any part thereof, without the written approval of the Executive Director. Such approval may be withheld by the Executive Director at her discretion or given to such terms and conditions as may be required by the Executive Director.

### **Roles and Responsibilities**

#### **Case Management:**

- Support and advocate for women with complex needs and their families, irrespective of diagnoses or defined agency eligibility criteria for access to services, including those in immediate crisis, (requiring short-term supports to return them to full functioning) and those with long-term intensive service needs.
- Referral and support service system navigation to help guide women with complex/multiple needs and their families through the system of services.
- In collaboration with community partners, provide comprehensive, cross-sectorial service system coordination/case resolution services on behalf of complex, high-risk service users and their families.

#### **Clinical Intervention:**

- Provide crisis counseling services in addition to the provision of evidence-based mental health treatment services and referrals as needed to service users.
- The service model will utilize evidence-based cognitive therapy models with a strengths based approach. The level of impact on daily functioning and the duration, frequency, and severity of the symptoms, as well as the presence of natural supports will determine the length of services provided for the client.
- The level of services will include a range of crisis, brief, medium and long-term therapy specifically designed to lessen the level of impact on daily functioning, and according to consequent response to treatment interventions. The model will include counseling interventions in office-based and community-based sites (e.g. schools, home, and physician's office) with varying frequency based on need. Individual, family and group oriented services will be provided where applicable. Services will include the development of community supports for youth who require additional assistance to augment the counseling process.

#### **DUTIES AND RESPONSIBILITIES:**

- Inherent in this role is the knowledge, skills and attitudes specific to critical thinking and decision making, ability to analyze and assess presenting mental health concerns and collaborate with the NWC Operational team and external supports in the management of mental health concerns, and flexibility and decision making in fluid situations with unpredictable outcomes.
- To be able to conduct screening/intact assessments, developing and facilitating community referrals.



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- Maintain the confidentiality of our clients and client information at all times as per agency policies and procedures
  - Adherence to all Agency policies and procedures.
  - Provide a range of clinical services for all clients according their needs including:
    - Intake assessment as per AFS requirements and the interagency "No Wrong Door" agreement.
    - Crisis intervention as required
    - Clinical assessments and treatment plans for children and youth, and/or their families
    - Individual, family and group interventions as appropriate
    - Complex case management
  - To be prepared to conduct clinical interventions outside the formal office environment, that is, within the hospital setting, client homes, schools, medical clinics, etc. as needed.
  - Complete case reporting, discharge and follow-up procedures in accordance with established policies and procedures.
  - Ensure the daily reports, clinical recording, statistical information, and other administrative requirements are accurately and promptly completed and communicated to the appropriate sources in order to ensure that client information is shared and that the treatment plan is coordinated and supported in a timely and efficient manner.
  - Provide individual, family and group services where applicable.
  - Refer clients as required to relevant services within or outside of the agency/community.
  - Be available to travel to and service assigned areas outside of established urban centers.
  - Liaise with other rural service providers as required.
  - To participate in public education and prevention programs related to program delivery as determined by the Manager or designate.
  - Participate in the supervisory, peer consultation processes, quality assurance, program evaluation and accreditation processes.
  - Provide input into the development of proposals for service delivery and growth
  - Participate, as assigned, in any relevant internal or external committees.
  - Take initiative to develop a personal professional development plan.
  - Assume other responsibilities as assigned by the Clinical Supervisor / Manager.
- Wawa, ON

Licence:

- College of Social Workers or College of Pshcyotherapists

Health and Wellness (HW) provides

### **Qualifications: (MINIMUM)**

#### **Education:**

#### **Experience:**

Minimum five (5) years related experience. Related experience should be in a Community Mental Health Setting, and/or Outpatient Mental Health Unit where the incumbent has performed client intakes/assessments, crisis counselling, brief or short-term counselling to individuals, and psycho-educational workshops. Life coaching, mindful based therapies and alternative evidenced based therapies considered an asset. Extensive experience with mental health and illness, behavioural issues, anger management, and conflict resolution. Skill in working



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with university-aged young adults, and individuals in crisis an asset.

### **Skills:**

Keyboarding skills and working knowledge of relevant software is required (e.g. Microsoft Word, Outlook, Excel, and PowerPoint); Excellent written and verbal communications skills.

### **Other:**

Good judgment and sensitivity, flexibility and resourcefulness. Experience working with post-secondary students and knowledge of university and community mental health resources is an asset. Ability to communicate effectively with staff and senior academic administrators about issues facing students in crisis and make recommendations. Able to exercise patience, tact, judgment and discretion. Demonstrated ability to relate to students, staff, and faculty in ways that build confidence and trust. Able to work in a highly diverse community with students from varied backgrounds and a variety of age groups, presenting with a range of difficulties and personal issues.

Provides leadership for program staff, facilitates co-operative, effective team-based working relationships.

2. Provides training and development strategies to ensure quality professional development and service delivery.
3. Organizes staff input and direction on service delivery, program and agency issues.
4. Ensures staff informed of program and agency developments at meetings and through other communication methods.
5. Provides clinical supervision of program staff, supervises client documentation.
6. Facilitates the resolution of problems among and between staff, volunteers and clients.
7. Monitors staff job performance, including evaluations, reviews, disciplining and termination.
8. Maintains documentation.
9. Participates in the hiring committee, orientation, training and scheduling of program staff.
10. Provides support and direction for students and volunteers.
11. Provides support and emergency back up for staff in day to day operations.

### **Program Delivery:**

12. Provides one on one therapeutic counselling and group counselling to community clients.
13. Provides leadership and is accountable for all aspects of program delivery.
14. Ensures program delivery is consistent with agency mission, vision and statement of principles.
15. Abides by and models NWC Working Etiquette to staff, clients and volunteers



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16. Demonstrates a non-judgmental and empathetic manner when working with clients.
17. Ensures that annual program plan and annual program evaluation takes place, including the establishment of program's goals and objectives. Monitors program plan with input from clients and staff.
18. Collects and prepares statistics, provides monthly program activity reports to the Executive Director.
19. As a member of the On-Call Team, provides back-up coverage on a rotational basis for NWC programs.
20. Ensures appropriate program delivery staff scheduling.
21. Maintains current program Procedures Manual with updated and revised documentation as necessary.
22. Liaisons with other NWC programs and relevant community agencies to ensure effective service delivery for women and children.
23. Communicates effectively program specific developments to the Executive Director.
24. Participates in ongoing training and development in the areas of management, program planning and evaluation as well as issue education.
25. Ensures current effective and efficiently information and communications systems.
26. Ensures current effective decision-making procedures for program staff.
27. Ensures program operations in a safe, effective and respectful way for clients, children, staff and volunteers.

**Agency-Wide Program Delivery:**

28. Participates actively in discussion and decisions of management team meetings.
29. Has a thorough knowledge of NWC programs, liaisons effectively with these programs.
30. Participates in agency-wide program planning reviews, training programs and initiatives.
31. Performs other activities as authorized by the Executive Director.

**Public Relations:**

32. Ensures the positive promotion of NWC, its programs and the image of people who are victims of violence and homelessness.
33. Communicates the role of the programs to the community, agencies or individuals.



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34. Ensures that internal and external relationships contribute to the successful attainment of the goals of NWC.
35. Functions as a resource for community groups and individuals in the VAW, family violence and homelessness sector.

### **Statement of Qualifications**

#### **QUALIFICATIONS:**

- Master of Social Work, or M.A. plus two (2) or more year's professional experience in mental health and additions related field preferred in homelessness, domestic violence, harm reduction, or B.S.W. or equivalent degree with five (5) or more year's professional experience related field will be considered.
- Membership (or eligible for) and in good standing with the Ontario College of Social Workers and Social Service Workers.
- Thorough knowledge of stages of change (psychological, emotional, physical, social), family systems theory, intergenerational trauma, parent-child interaction and attachment theory.
- Demonstrated ability in the provision of goal-oriented, community-based mental health intake services to women and their families.
- Excellent verbal communication skills.
- Practiced and proficient telephone interviewing and intake assessment skills with service users, caregivers, and collateral/community professionals.
- Demonstrated competency in strength-based clinical intervention models to provide risk assessment, crisis response, and appropriate evidence-based therapy.
- Certification in, or ability to be certified in ASIST, CAFAS, and proficiency in the use of a variety of mental health screening and assessment tools
- Ability to work cooperatively and collaboratively, and to negotiate effectively with collateral agencies at the systems level.
- Demonstrated high level of maturity and interpersonal skills.
- Established working knowledge of rural community resources
- Clear understanding of parameters of confidentiality and reporting responsibilities under the Child, Youth and Family Services Act, and Knowledge of pertinent legislation, such as, The Mental Health Act of Ontario, The Personal Health Information Protection Act.
- Ability to become thoroughly familiar with current government, community and agency frameworks, legislation, guidelines, and reports related to the functions of intake and service coordination for MCYS, MCSS and MCSCS.
- Ability to write clear, concise reports and documentation, with attention to detail.
- Proficiency with computers, especially Microsoft Word, Outlook, Excel, PowerPoint, and data MIS.
- Possession of a valid Ontario Driver's License Class G use of a safe and reliable personal vehicle is required, with the ability to travel within the greater Hamilton area.
- Availability to work flexible hours including evenings /occasional weekends and on-call work may be required.

### ***Experience***



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1. Minimum of three (3) years' experience working in the Violence against women field or other related social services.
2. Proven experience in staff supervision as a manager within a social service organization, preferably within a residential and/or unionized setting.
3. Must have experience in developing, implementing and evaluation of programs.

### ***Knowledge/Abilities/Personal Suitability***

1. Possess a thorough knowledge and understanding of Aboriginal people, their culture, history and traditions within the Hamilton and surrounding areas.
2. Demonstrated understanding of the Native culture's approach to healing from family violence.
3. Possess a thorough knowledge and understanding of the Hamilton-Wentworth Chapter of Native Women Incorporated operating as Native Women's Centre's goals, objectives and program goals/objectives.
4. Possess a thorough knowledge and understanding of women's issues specifically but not limited to Aboriginal family violence, violence against women, and women in conflict with the law, cycle of violence/power and control, adult survivors of childhood sexual abuse, adult survivors of alcoholics and the effects of trauma.
5. Possess a thorough knowledge and understanding of the Child and Family Services Act. Understands Duty to Report criteria and responsibilities.
6. Possess a thorough knowledge of all Aboriginal and non-Aboriginal programs and services within the City of Hamilton and surrounding areas relevant to emergency shelter services.
7. Possess a thorough knowledge and understanding of all protocols relating to the emergency shelter services (i.e., Shelters, Board of Education, Missing Persons Reporting protocol, CCAS/CAS reporting).
8. Proven ability to work effectively within a hierarchical team environment, preferably in leadership role.
9. Understanding of societal issues and theory of violence against women and children and family violence.
10. Proven oral and written communication skills, organizational and interpersonal skills.
11. Proven problem solving and conflict resolution skills and strong and clear professional boundaries.
12. Ability to stay focused on programs and plans and the ability to take on and accept new challenges and opportunities.



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13. Ability to manage time and stress effectively and ability to work flexible hours.
14. Able to effectively work within a team environment.
15. Ability to work independently with minimal supervision.

**Evaluation**

An annual performance evaluation will be carried out by the Executive Director. Evaluation will be measured through correspondence, Incident Reports/Serious Occurrence Reports, reviews and work performance evaluations.

**Confidentiality**

The Program Manager understands and agrees to respect the confidentiality of any and all information you become privy to as a result of your work with the NWC. The Program Manager abides by the Confidentiality Agreement outlined in the NWC's Employment Agreement.

**Acknowledgement**

I, \_\_\_\_\_, acknowledge that I have received and reviewed this job description and agree to the terms herein.

Employee Signature: \_\_\_\_\_ Date: \_\_\_\_\_

Supervisor's Signature: \_\_\_\_\_ Date: \_\_\_\_\_