

Job Description

POSITION:	Family Services Counsellor
ACCOUNTABILITY:	Team Supervisor - Adult Mental Health Services
CLASSIFICATION:	Full-Time Contract
DATE APPROVED:	November 12, 2024

JOB PURPOSE

The Family Services Counsellor provides therapeutic mental wellness assessment and support to adults (and their families) residing in the Agency’s catchment area, along the North Shore. The Family Services Counsellor provides individual, family or group therapy services to strengthen and support holistic wellness using culturally-grounded interventions and strategies. The Family Services Counsellor functions within legislative requirements, regulations, policies and procedures and the Mission, Beliefs and Vision of the Nogdawindamin Family and Community Services and contributes to the accomplishment of the strategic priorities.

KEY JOB FUNCTIONS

Program Support:

Providing therapeutic mental wellness assessment and support to adults (and their families).

- Undertake an initial assessment of the client’s mental wellness needs using the appropriate Agency assessment tool(s);
- Assess the client’s support network to identify resources available that support mental wellness outcomes;
- Develop a treatment plan, identifying therapeutic support and community resources to be leveraged to support mental wellness outcomes;
- Provide the client with one-on-one therapeutic support through the use of various intervention techniques such as Cognitive Behavioural Therapy, Dialectical Behavioural Therapy, relapse prevention etc.;
- Ensure interventions are consistent with cultural teachings and are appropriate in addressing behaviours related to a diagnosis of ADD/ADHD, FASD, depression or mood disorders;
- Ensure a Circle of Care approach is used in case planning to promote mental wellness outcomes with the contributions of the client’s support network including family, caregivers, school, daycare, medical team and other community supports;
- Advocate and/or liaisons with Agency staff, on-reserve Service Teams as well as medical, educational and social services in the community to promote and support the client’s mental wellness needs;
- Liaises with other members of the Agency, On-Reserve family service delivery and/or health services team to ensure client’s needs are being addressed in accordance with the treatment plan;
- Ensure any child welfare issues are documented and referred to the Agency’s child welfare team for follow up;
- Maintain a case file for each client including initial assessment, treatment notes, and telephone or in-person discussions, correspondence with other services regarding care plans, concerns or outstanding issues to be addressed, and quarterly summary reports of client’s progress towards treatment plan outcomes;
- Provide quantifiable data including number of client’s served, number of direct therapeutic service hours, number of case planning meetings, number of meetings with family members, agencies and other resources on a monthly basis;
- Monitor outcomes and provides a quarterly progress report using the appropriate Agency assessment tool(s);
- Participate in the training curriculum provided through the Agency;
- Provide up to 35 hours per week of support within a flexible schedule as developed with the Agency and/or host First Nation as needed.

Relationship and Team Building:

Work collaboratively and cooperatively at all levels in order to support the use of a family-centered, strengths- based, child-focused practices while assisting families in building their capacities to provide safe and nurturing environments for children.

- Demonstrate behaviors, actions and attitudes that are consistent with Agency vision, mission and values;
- Provide opportunities for the enhancement and development of positive cultural identities of the children, families and communities served;
- Ensure appropriate communication and consultation with Supervisor at appropriate times;
- Ensure effective and professional communications with all internal and external service providers;
- Share information according to privacy and/or confidentiality guidelines;
- Work respectfully, positively, professionally and collaboratively with team members.

Cultural Competency

Participate in cultural activities within the agency.

- Follow the Seven Grandfather teachings as it relates to the position in line with the vision and mission of the Agency;
- Actively attend and participate in regular Anishinaabe Aadziwin cultural training and/or activities provided by the Agency;
- Ensure appropriate cultural opening when coordinating meetings both within the agency, for clients, families, communities and other collaterals;
- Actively seek guidance from cultural staff how to incorporate culture into the position or how to work from a cultural perspective;
- Engage in learning and incorporating Anishinaabemowin language within the position.

Administration and Reporting:

Complete administrative functions and reports, and adhere to Agency policies, procedures, and relevant practices.

- Ensure submissions of reports are completed and reviewed;
- Prepare reports, statistics, briefing notes and correspondence as required;
- Develop and maintain an individual detailed work plan of activities;
- Ensure confidentiality and safekeeping of all Agency documents and records;
- Develop and maintain accurate, up-to-date and concise work files;
- Work in compliance with the Occupational Health and Safety Act and any other relevant legislation;
- Prepare and submit monthly reports and travel expense claims and maintain attendance records;
- Follow Agency human resources, finance and other policies and procedures in the performance of duties.

Other Duties

- Act in accordance with agency Code of Ethics and maintain confidentiality at all times to protect the privacy of Agency staff, families and communities;
- Participate in internal or external committees as required or assigned;
- Perform additional related duties in accordance with job responsibilities and department objectives;
- Participate in training, cultural events and other mandatory training as required;
- Other duties as required or assigned.

QUALIFICATIONS

Minimum Education

- Honors Bachelor of Social Work (HBSW) degree
- Social Services Diploma may be considered

Minimum Experience

- Three (3) years' direct experience working with adults and families
- Experience in a clinical environment providing Adult and Family Mental Health services
- Experience working with Indigenous people, organizations and communities
- Equivalent combination of education and experience may be considered

Knowledge Requirements

- Knowledge of Nogdawindamin programs and services
- Knowledge of relevant legislative framework and polices reflecting current child welfare practice
- Understanding of and ability to translate relevant legislation into Agency language, policies and procedures
- Understanding of evidence informed/evidence-based practices for promoting trauma, attachment, resilience and wellness-based mental health program services to adults and their families
- Knowledge of First Nation service delivery, customs and traditions in responding to child welfare concerns
- Knowledge of external service and service agencies
- Knowledge of North Shore First Nations

Special Skills

- Excellent leadership and management skills
- Excellent interpersonal and communication skills
- Excellent conflict resolution, mediation, and problem-solving skills
- Excellent organizational and administrative skills
- Excellent initiative and self-direction
- Excellent time management skills
- Excellent computer skills with Microsoft Office software experience
- Strong professional ethics
- Ability to work with First Nation communities and people
- Ability to facilitate strong inter-departmental relationships
- Ability to establish and maintain effective working relationships and to develop strong, effective teams
- Ability to lead and coach others utilizing a collaborative and strengths-based approach
- Ability to manage multiple priorities, projects or programs
- Ability to take initiative and work independently
- Ability to work within a team environment
- Ability to meet deadlines and work flexible hours
- Ability to work with confidential and sensitive information

Other Requirements

- Respect for, sensitivity towards as well as knowledge and understanding of Anishinaabek culture, traditions and the Seven Grandfather Teachings;
- Ability to understand and speak Anishinaabemowin is a definite asset;
- Must provide a Police Records Check deemed satisfactory by the employer;
- Must have a Class 'G' Ontario Driver's License, access to a vehicle and the ability to travel;
- Must have \$1M automobile insurance coverage.

WORK SITE LOCATION

Location to be determined.

PHYSICAL DEMANDS AND WORK ENVIRONMENT

While performing the duties of this job, the Family Services Counsellor will typically be in a home or office setting with regular meetings with adults, families and other professionals. The Family Services Counsellor is frequently required to operate a computer, file and retrieve written documents, and work overtime when required or during emergency situations.

The physical demands include but are not limited to, standing, sitting, walking, lifting, carrying, reaching, handling, kneeling, crouching and bending. The Family Services Counsellor will be required to travel to meetings in the province of Ontario.

The Family Services Counsellor must be able to multi-task within a fast-paced, high-volume and demanding environment. The Family Services Counsellor absorbs and interprets information from multiple parties on a regular basis and is required to listen and reconcile multiple points of view, which can be mentally challenging. As a result, this position is more emotionally challenging than physically challenging. There will be extended periods of sitting required when performing administrative tasks and while attending meetings.

Non-physical demands include a work environment where the noise level is usually quiet to moderate but may be loud on occasion. The nature of the position may expose the Family Services Counsellor to moderate levels of tension when dealing with issues. The level of tension is usually moderate, with high levels of tension occurring occasionally.

The Family Services Counsellor may be exposed to potentially hazardous environments including driving conditions and volatile situations during home visits.

Given the traditional practices of Indigenous people, from time to time exposure to smoke from the burning of sacred medicines; tobacco, sweet grass, sage or cedar, may occur.

TECHNOLOGY & EQUIPMENT

Computer, photocopier, telephone, fax machine and cell phone.

SUPERVISORY RESPONSIBILITY

The position is not required to supervise any employees.

KEY RELATIONSHIPS

Internal

The position requires interaction with the Chief Executive Officer, Senior Director of Services, Director of Services, Children's Mental Health Services Manager, Senior Managers, Protection and Resource Managers, Team Supervisors, Child and Youth Counsellors, Prevention Services, other Family Services Counsellors, Anishinaabek Aadizwin Department, Administrative Assistant and other staff.

External

The Family Services Counsellor will interact with First Nation communities, and other service-related agencies.

DISCLAIMER

This document describes the position currently available and is only a summary of the typical functions of the job. It is not an employment contract. The above job description is not an exhaustive list of the duties, responsibilities, working conditions or skills required for this position. Additional duties may be assigned. Nogdawindamin Family and Community Services reserves the right to modify job duties or the job description at any time.

SIGNATURE

This is to acknowledge that I have received a copy of this job description and understand its contents.

Signature of Employee

Date