

POSITION DESCRIPTION

Position Title	Relief Resident Counsellor
Hours of work	Based on the needs of the organization: 0 to 40 hours/week
Location	Ontario Street
Reports to	Crisis Home Supervisor
Review	The Relief Resident Counsellor is reviewed during the probationary period by the Crisis Home Supervisor with annual evaluations conducted by the Crisis Home Supervisor
Appointment	Relief
Affiliation	Union
Salary	Schedule A Pay Grid
Police Checks	Police Records Check -Vulnerable Sector
Date Board Approved	

Position Summary

The Relief Resident Counsellor is responsible for the provision of crisis intervention and support services to women and dependents living in a residential setting. These services and programs are offered within the organization's Anishinabe Health and Wellness Framework.

Key Responsibilities/Duties

- To provide a safe, nonjudgmental and empowering environment to victims of violence.
- To notify Crisis Home Supervisor of any unusual cases, irregularities, accidents, illnesses or repairs.
- To answer the telephone and/or Crisis Line, respond with empathy and provide crisis intervention when necessary.
- To maintain all standards of health and safety for the protection of residents and staff.
- To complete the admission of residents into the Crisis Home including all program documentation.
- To correctly enter and maintain information in the Crisis Home database.
- To maintain a case plan for each resident and follow through on the completion of their plan.
- To facilitate resident programming.
- To provide written program information and documentation as required by the Crisis Home Supervisor or Executive Director.
- To work with residents to maintain a neat and sanitary environment at all times.
- General housekeeping duties, this may include laundry, dusting, disinfecting and preparing bedrooms.
- To prepare/cook meals for the residents in the Crisis Home when the Cook/Cook Relief is unable to do so.
- To assist or provide child care as needed.

To work from a wholistic perspective, utilizing the teachings of the medicine wheel and Seven Grandfather Teachings.

To utilize Elders for teachings, healing and guidance.

To take personal responsibility to increase sensitivity, awareness and implementation of Beendigen's cultural teachings and organizational practices in both professional conduct and work-related deliverables.

To be prepared to work in conjunction with the philosophy and mandate of the Organization.

To participate as a team member in achieving the goals and objectives of the Organization.

To constructively participate in all team meetings, seminars and staff training sessions as required.

To follow confidential handling of resident information as dictated by Privacy Legislation.

To ensure Health and Safety compliance in the workplace by following policies, procedures and best practices and reporting any unsafe environments.

To perform other related duties as assigned by the Crisis Home Supervisor/On-call.

To adhere to all policies, procedures and ensure adherence to program Best Practices.

To preserve confidentiality of all residents, clients, staff, students, volunteers and agency information.

To represent the organization in a positive and professional manner at all times.

The above statements are the general functions of the position, and should not be interpreted as a detailed description of all the work requirements that may pertain to the job.

Key Performance Indicators

That membership of the Staff Team contributes to the implementation of the organization's strategic plan.

Personal responsibility has been taken to increase sensitivity and awareness of the organization's Anishinabe Health and Wellness Framework.

That programs and services are culturally based and incorporate traditional knowledge and practices of healing and wellness.

Performance and quality measurement in relation to phone etiquette, resident interaction, knowledge and professionalism and adherence to program best practices.

Services provided meet expectations of clients.

Enhanced skill level through training, learning and development.

Relationship of Indicators to Performance Development and Review Plan

This position description operates in conjunction with and forms part of the annual review/appraisal and career development process. An initial review will take place during the probationary period with the Crisis Home Supervisor and then annually with the

Crisis Home Supervisor.

Key Selection Criteria

Required

Social Services Diploma or comparable diploma with relevant experience.

Demonstrated experience providing services to Anishinabe women and children.

Knowledge of Anishinabe culture, tradition, language and Anishinabe community.

Demonstrated commitment to the Violence Against Women sector.

Knowledge, Skills and Abilities

Experience in one-on-one counselling and group facilitation.

Extensive knowledge and experience in individual and group work and family violence issues.

Ability to view situations free from personal values, interests, beliefs, or judgment.

To identify and manage group dynamics and promote a positive peer environment.

Ability to handle difficult situations and distance oneself from resident's problems or emotions.

Excellent oral and written communication skills.

Knowledge about sensitivity to cultural differences and various economic backgrounds.

Ability to act quickly and appropriately in situations of conflict in a direct, non-confrontational way.

Strong interpersonal skills.

Preferred

Experience working in an Indigenous organization.

Ability to speak Ojibway, Oji-Cree or Cree.

Working Conditions

Relief Resident Counsellors usually work in an office and residential setting, but the mission of the organization may sometimes take them to non-standard workplaces.

Hours of work are casual, normally 8 hours per day, in a 24/7, 365 days a year work environment with occasional overtime.

Additional Information

The Relief Resident Counsellor is based at Ontario Street, however all employees may be required to work across other sites from time to time.

Ontario Health and Safety (OH&S) All employees are required to carry out their duties in a manner that does not adversely affect their own health and safety and that of others by reporting all potential hazards; and all incidents and injuries; as well as co-operating with any measures introduced in the workplace to improve OH&S.

Employment is subject to:

- Must provide a successful Police Records Check (Vulnerable Sector)
- Must undergo a “two step” tuberculosis skin test within 3 months of employment
- Ability to work overtime, with paid compensation
- Ability to work shift work, including weekends and holidays
- Ability to work flexible hours
- Must have a valid Class “G” Driver’s license, use of an automobile and appropriate insurance coverage is required
- Must sign Oath of Confidentiality
- First Aid and CPR Certification

Funding: Ministry of Community and Social Services

Affiliation: UNIFOR Local 229

Approved By: Board of Directors