



Job Posting
Internal /External
INTAKE TRIAGE COUNSELLOR
Six-month part-time (21 hours per week) contract position

Barbra Schlifer Commemorative Clinic offers legal representation, professional counselling, court support, transitional and housing support, and multilingual interpretation to women who have experienced violence. Our diverse, skilled, and compassionate staff accompany women through personal and practical transformation, helping them to build lives free from violence.

We are a centre by, for and about women. We amplify women's voices and cultivate their skills and resilience. Together with our donors and volunteers, we are active in changing the conditions that threaten women's safety, dignity and equality

We envision a world where diverse women:

- Build lives free from violence
- Work together to create a more just world
- Live their own lives in respectful communities that provide meaning and belonging

The Clinic is unique in that the Intake Department is the first point of contact for clients seeking legal and/or counselling services. Experience with social work or counselling practice, which in any way is related to legal issues such as litigation, Family, Criminal, Child Welfare and/or Immigration and Refugee Law, as well as experience with child custody issues, involving separation, divorce, and gender-based violence and sexual abuse are all considered fundamental assets for this position. We are currently seeking one individual in a high-volume intake department where adaptability, resilience and flexibility are key. The individual is an effective communicator with an understanding of trauma-informed, feminist, anti-oppression and anti-racist framework and approach.

We are looking for an individual who demonstrates collaboration, strong assessment skills, and the ability to determine when to consult and seek assistance from management. The successful candidate will confidently demonstrate creativity, empathy, strong assessment skills, and a steadiness in working with client situations that are often unpredictable.

Fluency in a language other than English is considered an enormous asset

DUTIES AND RESPONSIBILITIES

Triage is a process which ensures immediate and effective communication with individuals contacting the Clinic for assistance. You will implement various risk assessment tools to determine the level of potential imminent risk. You will collect pertinent client information and initiate a decision-making process that categorizes and prioritizes the needs of clients seeking support. As an Intake Triage Counsellor, you will use critical thinking to arrive at decisions that best meet the needs of clients. You will provide the foundation for an approach to the triage of the client based on their need and imminent risk, including the risk assessment, need for safety planning, and assessment of client's need for support both internal and external to the Clinic.

Reporting to the management team, the Intake Triage Counsellor shall:

Triage all calls and walk-ins by implementing Clinic protocols:

- Perform triage with a high level of efficiency, accuracy and competence
- Conduct a brief and fact focused interview to assess client's legal and/or counselling needs for accurate and timely response and/or referral
- Identify limits or exceptions to confidentiality
- Implement containment and de-escalation interventions
- Assess safety and level of risk and identify when client is high risk and initiate protocols
- Provide general information about the Clinic and community services to clients and service providers
- At times, assist the client in developing a safety plan to address imminent risk
- Work collegially and effectively with all aspects of Clinic such as Welcome desk, Administration, Management, Legal Department, Counselling Department and Interpreter Services
- Assess and respond to requests for information from other service providers
- Identify gaps in service and recommend achievable solutions to management and team
- Consult with internal and external service providers and other professionals to exchange information
- Maintains up to date client records on client management system (EMHware).
- Provides referrals to other organisations when a request does not fall within the Clinic's mandate or there is no space in the Clinic's programs.
- Communicate with team members to share information, provide debriefing opportunities and resolve problems
- Alerts appropriate department staff to emergency client situations, as necessary.
- Initiates consultation with the Director of Counselling Services or her designate on complicated, high-risk cases.
- Demonstrate an understanding of safe and effective use of self in the work with clients by engaging in a transparent self-reflection of the work with management in one-on-one clinical supervision and in peer supervision
- Participates on agency committees and contributes to events which include participating in clinical meetings and staff meetings
- Work collaboratively with and respect the diversity of women within the context of a diverse agency
- Book and work with language interpreters and American Sign Language and Deaf Interpreters
- Carry out all duties and responsibilities in accordance with the Clinic's Mandate, Mission and Values Statements
- Provides supportive counselling for women in a group and facilitates discussion around issues of violence and trauma.
- Excellent communication skills with both clients, and workers; communication is grounded in an understanding of trauma and its impacts
- Candidate will have a strong understanding of feminist, anti-oppression and anti-racist frameworks

MINIMUM QUALIFICATIONS

- Post-secondary degree or diploma in law, social work or counselling or other equivalent education
- Membership in a professional regulatory body (e.g. College of Social Workers, etc.)
- Minimum 2 years fulltime experience in intake with women survivors of gender-based violence
- Knowledge of legal and counselling services within the violence against women sector
- Familiarity with Ontario Family Law, Criminal, Immigration and Refugee and Child Welfare processes/systems generally and the experiences of survivor involved in navigating legal systems and social welfare systems
- Familiarity with a trauma-informed feminist anti-oppression anti-racist approach to supporting survivors and the demonstrated ability to apply theory to practice when working with survivors
- Ability to conduct a brief, fact finding focused interview, while containing and deescalating client is a compulsory skill for the position
- Ability to have compassion for and communicate effectively with clients
- Ability to exercise sound judgment when encountering difficult situations or performing job responsibilities
- Strong interpersonal skills
- Excellent communication skills
- Strong critical thinking skills
- Strong legal and mental health assessment skills that include knowledge of addictions and a harm reduction approach
- Excellent case note documentation skills and administrative skills are required
- Excellent organizational and time management skills
- Intermediate to advanced computer skills and familiarity with client management software systems that are computer based
- Commitment and openness to feedback from management and peers and to ongoing enhancement of skills as well as continued professional development
- Dedication to professional mentorship of students on placement through modeling of professionalism and professional integrity
- Experience working with women survivors of multiple forms of gender-based violence beyond domestic violence and sexual assault and working with language interpreters and American Sign Language and Deaf Interpreters are considered tremendous assets

Ability to:

- Make rapid, accurate decisions
- Provide client education throughout the intake process
- Work collaboratively with interdisciplinary team members
- Be unruffled and composed under periods of intense stress
- Correctly delegate tasks to others on the team
- Adjust to fluctuations in workload
- Communicate understanding of client expectations
- Multi-task and remain decisive

CORE COMPETENCIES

- Commitment to working collaboratively with and supporting women of diversity within the context of a diverse agency

- Engagement in a self-reflective, ethical & collaborative practice that is non-judgmental and empathic and reflects the vision and mission statements of the Clinic
- Incorporation of principles of diversity and equity in responding to the service needs of women
- Commitment to working toward removing systemic barriers to women's independence and wellbeing
- Excellent interpersonal, organizational, time-management and problem-solving skills, and written and oral communication skills
- Ability to work and support others in the context of a diverse environment
- Ability to work independently and as part of a team in a multi-disciplinary environment
- Be a self-starter, creative and highly motivated
- Share ideas and differences in the spirit of collaboration and cooperation; and,
- Commitment to ongoing personal and professional development

SALARY: \$48,384 per annum, pro-rated to part-time hours and length of contract.

The Barbra Schlifer Commemorative Clinic is an equal opportunity employer that welcomes candidates from equity-seeking groups and is committed to providing accommodations for people with disabilities. Please let us know if you require accommodation due to a disability during any aspect of the recruitment process, and we will work with you to address your needs.

DEADLINE FOR RESUMES: August 9, 2020

To apply, please submit your cover letter and resume in ONE attachment to: hr@schliferclinic.com

In your cover letter, please indicate where you found our job posting. NO PHONE CALLS PLEASE.