

JOB DESCRIPTION

Job Title: Front Line Counselor, Eva's Phoenix

POSITION SUMMARY

The Front Line Counselor at Eva's Phoenix works under the direction of the Housing Team Supervisor. Responsibilities include a goal-oriented case management model with clients, supporting the work of the housing and employment teams, administrative duties, daily shelter responsibilities, as well as participation in broader agency activities. All Eva's Phoenix Team members support the organization's mission statement, and reflect the values of the mission statement in their work with youth. All Front Line Counsellors are committed to a constructive communication model that respects diversity.

RESPONSIBILITIES

Client Services

- Ensure effective orientation for new residents to the shelter
- Assist residents in identifying short and long-term goals
- With residents, develop strategies and timelines for achieving their goals
- Requirements for minimum resident contact are: weekly counselling sessions to assess progress of the case plan, appropriate documentation of counselling sessions, effective participation in case conference, effective communication with team members regarding ongoing resident issues
- Maintain regular communication with youth and monitor effectiveness of case plan through weekly case conference and client file review
- Assist youth in preparing to live independently in community through collaborative work with other Housing Team Members
- Support youth to achieve training and employment goals through the implementation of the ***Employment Action Plan*** ("work ready" checklist), and through collaborative work with the Employment Services Team
- Identify and encourage participation in programs and services that provide skill development opportunities including: appropriate referrals to community based agencies, employment services, health care providers
- ***Assist*** (Guide) residents in the development of interpersonal, social and life skills, ***including the development and facilitation of hands on life skills programs***
- Balance the need for effective contact with youth with respect for resident privacy within their own "houses"
- Facilitate conflict resolution and de-escalation
- Support youth in ensuring the cleanliness and general hygiene of the shelter, houses, and rooms
- Actively participate in the best interests of each client, balancing the needs of the greater shelter population
- Work with each client to ensure the best possible service delivery

Program & Policy Development

- Actively participate in program and agency development
- Follow the policies and procedures developed by the agency (documented in the Eva's Phoenix policy manual)
- Participate in the innovative culture of the agency by: bringing forward program and policy ideas to supervisors and peers, actively engaging in program development, delivery and facilitation
- Actively support both key components of the Eva's Phoenix program: housing and employment, through communication between teams, sharing of information and counselling discussions
- Actively support agency and shelter initiatives aimed at celebrating diversity and offering community building opportunities for youth

Shift Requirements

- Read all entries in the communication log at the beginning of each shift
- Record significant events ***in all required and relevant locations such as:*** the communications log, client files (sessions summary), case management forms and decision making processes, shift change form, and/ or Incident Report during each shift
- Maintain accurate records of medication, health issues, emergency contact, intake pink sheets, maintenance requests, occupancy and serious occurrences
- Provide ***accurate information and*** assistance with statistical tabulation and reporting of monthly resident occupancy percentages (Pinks)
- Maintain accurate filing system for current resident files and archives
- Always working as a team, be aware of other staff on shift and support their work as necessary
- Supervise and assist facility maintenance as required, including necessary facility checks
- Complete perimeter checks twice throughout each shift
- Administer emergency funds, TTC tickets, PNA and food allowance
- Administer the Hostel rules and follow plan of care for all residents

Team Growth and Development

- Actively participate and communicate all vital information to shift change meetings
- Constructively participate in regular staff meetings, supervision, case conferences, staff training and program development
- Work collaboratively with all members of the housing and employment teams attempting always to: be accountable to residents and staff, strengthen the staff team, improve service, foster youth involvement, reflect the innovation of the agency in regards to service delivery
- Meet regularly with supervisor to review case load management, consultation and professional development training

Qualifications

- Post Secondary education in counselling or related field
- Experience working with homeless and at risk youth
- A sound knowledge of the issues facing homeless and marginalized youth

- Experience in supportive counselling and group work
- Experience working with diverse populations
- Demonstrated ability to work as part of a team
- Strong documentation and administrative skills
- Demonstrated conflict resolution and de-escalation skills
- All mandatory hostel standards training, including First Aid and CPR

Some or all of the following experience would be an asset:

- *Knowledge or experience with substance issues*
- *Counselling of abuse related issues*
- *Experience in conflict resolution*
- *Experience dealing with mental health issues*
- *Employment counselling*