

## **JOB DESCRIPTION**

### **Mental Health & Addictions Counsellor: Francophone**

**(Full Time)**

#### **JOB SUMMARY**

The Mental Health & Addictions Counsellor (Francophone) works within a multi-disciplinary team to provide prevention, assessment, referral, clinical counselling and follow-up services to individuals and family members affected by mental health and substance use issues, specifically individuals who self-identify as Francophone.

Reporting to the Executive Director, the Mental Health & Addiction Counsellor (Francophone) provides counselling and support to individuals and families experiencing mental health and addictions. Specifically, engaging the Francophone population in Simcoe County in culturally competent services. This may include confidential individual, family or group counselling about the causes and effect of mental health disorders and/or addictions, support for families dealing with mental health disorders and/or addictions and/or referrals for additional treatment. The Mental Health Addiction Counsellor (Francophone) will also provide education to individuals and groups in the community with a focus on mental health and addiction related topics, such as suicide prevention, substance use, anxiety and depression, etc. The Mental Health and Addiction Counsellor (Francophone) will be familiar with other services and resources in the community and work closely to provide information and support when required.

#### **RESPONSIBILITIES**

1. Provide mental health and addiction counselling and support to individuals, families and groups in the community Answer phone calls and inquiries concerning available programs and services

- Provide mental health counselling regarding the cause, symptoms and prevention strategies of various mental health diagnoses
- Provide counselling regarding the use and effects of alcohol and drugs
- Prepare needs and risk assessments
- Maintain a comprehensive understanding of crisis management and the impact of trauma on mental health and addiction issues
- Provide outreach counselling in the community
- Accept and make referrals to outside agencies
- Maintain strict confidentiality guidelines regarding all clients, conversations and referrals
- Utilize the Electronic Management Record system to document all client encounters in a timely manner
- Coordinate and facilitate educational workshops on mental health and addiction related topics
- Prepare funding proposals for mental health and addiction programs and initiatives, as requested

- Collaborate with Communication Coordinator to develop promotional materials and information for health promotion initiatives
- Attend and sit on community and organizational committees

## 2. Provide treatment referrals

- Assist individuals to identify their need for treatment programs
- Liaise with treatment programs
- Assist clients to meet all requirements
- Access funding for treatment programs
- Evaluate the effectiveness of treatment programs
- Liaise with community agencies and supports
- Complete treatment centre referrals
- Complete Admission and Discharge Criteria and Assessment Tools (ADAT)
- Arrange transportation for clients to and from treatment centres
- Evaluate the effectiveness of treatment programs

## 4. Prepare and facilitate mental health and addiction programs Prepare proposals for program funding

- Prepare proposals for program funding
- Develop and facilitate mental health and addiction-related group counselling programs, i.e. Structured Relapse Prevention and/or Cognitive Behaviour Therapy
- Conduct a Needs Assessment/SWOT Analysis for proposed programs
- Collaborate with community partners when developing programs
- Prepare program evaluations and analyze results

## 5. Other duties as assigned

## **JOB REQUIREMENTS**

### Education

- ✓ Registered Social Worker in good standing with the Ontario College of Social Workers and Social Service Workers (OCSW), or Regulated Health Professional.

### Knowledge / experience

- ✓ Experience working with people struggling with mental health and/or addiction problems
- ✓ Practice from a harm reduction philosophy
- ✓ Comprehensive knowledge of client centered mental health and addictions interventions, practice methods and professional skills
- ✓ Knowledge of community resources, treatment centres, social service networks and organizations
- ✓ Knowledge of funding agencies available to assist clients in accessing needed support services and community resources.

- ✓ Working knowledge of computer software (email, internet) and Microsoft Office applications (Word, Outlook), and Electronic Management Record systems

### Skills

- ✓ Advocacy skills
- ✓ Strong interpersonal skills to work with diverse client groups with varying levels of comprehension and language capability
- ✓ Effective listening, observation and facilitation skills to effectively assess clients and provide appropriate treatment and consultation
- ✓ Strong mediation, negotiation and conflict resolution skills to respond or assist in emergency situations
- ✓ Strong collaboration skills to manage service delivery in conjunction with case managers, clients, their family members/caregivers/SDMs and other health care professionals
- ✓ Ability to deal with demanding interpersonal situations and respond with good judgment and understanding
- ✓ Ability to communicate information effectively through a variety of means including meetings, reports, letters and presentations
- ✓ Advanced oral and written communication skills in English to establish and maintain a wide range of contacts with health care professionals and community organizations (oral proficiency in French may be required in designated job postings)
- ✓ Demonstrated ability to analyze and make independent decisions.
- ✓ Ability to think critically, and be innovative to create/modify strategy or intervention techniques to suit the individual needs of clients.
- ✓ Preference to those that self-identify as Francophone
- ✓ Valid Ontario driver's license and use of own vehicle for CHC business
- ✓ Must provide a Criminal Records Check with vulnerable sector screening

### **HEALTH & SAFETY COMMITMENT**

- Comply with the Occupational Health and Safety Act (OHSA), its regulations and all CHC health and safety policies and procedures
- Use or wear any protective equipment, device or clothing required by your supervisor
- Report to your supervisor any known missing or defective protective equipment or protective device that may be dangerous
- Report any known workplace hazard to your supervisor/manager.
- Report any known violation of the OHSA or regulations to your supervisor/manager.
- Not use or operate any equipment (includes motor vehicle if required for work) or work in a way that may endanger yourself or any other worker.
- Not engage in any prank, contest, feat of strength, unnecessary running or rough and boisterous conduct
- Attend all health and safety training as directed by your supervisor and apply this knowledge to your job

## **WORKING CONDITIONS**

### **Physical Demands**

The Mental Health Worker will be required to move throughout the community and beyond, so must be comfortable driving and walking in all weather. The Mental Health Worker must be able to prioritize situations and manage time, and may find that they are needed at irregular hours causing fatigue and stress. They may experience stress and stress related symptoms due to interacting with clients in crisis. The Mental Health Worker may be exposed to illness and unsanitary conditions so must take care to protect their own health. The Mental Health Worker may also have to manage physically threatening clients and be prepared to be responsible for their own safety, and the safety of others.

### **Environmental Conditions**

The Mental Health Worker may find their office to be busy with both scheduled and unscheduled clients. They must be ready to respond quickly and effectively to many types of situations, including crisis situations. The Mental Health Worker may also be invited to other environments that are stressful. They may experience isolation because members of the community may not always agree with the decisions they make, and the commitment to confidentiality may not allow a response. The Mental Health Worker may also experience isolation because there is no one else in the community doing the same kind of work. The Mental Health Worker must be prepared to manage their own stress.

### **Sensory Demands**

The Mental Health Worker will be in contact with individuals and families in crisis who may be ill, using substances and/or not attentive to personal health and safety for themselves or their homes. The Mental Health Worker may experience a number of unpleasant sensory demands associated with the lack of personal care.

### **Mental Demands**

The Mental Health Worker must monitor their own time and stress levels to ensure that they are able to effectively assist clients. They may find that they are continually interrupted, and may have to quickly assess situations to respond appropriately. The Mental Health Worker may be placed in a situation where his/her own life may be threatened as well as life-threatening situations for others such as instances of attempted suicide.

## **CERTIFICATION**

I certify that I have read and understand the responsibilities assigned to this position.

I certify that this job description is an accurate description of the responsibilities assigned to this position.

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Employee Name

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Supervisor Name

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Employee Signature

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Supervisor Signature

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Date

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Date

I approve the delegation of responsibilities outlined herein within the context of the attached organizational structure.

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Executive Director Signature

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Date

*The above statements are intended to describe the general nature and level of work being performed by the incumbent(s) of this job. They are not intended to be an exhaustive list of all the responsibilities and activities of the position.*