



Optimism Place Job Description

Position Title: Frontline Counsellor
Reports To: Residential Manager
Positions Managed: N/A

Salary Band: B
Date Last Modification: Dec 2019
Date Last Evaluation: Dec 2019

JOB SUMMARY

The Frontline Counsellor is responsible for the delivery of 24/7 confidential, non-judgmental immediate, and initial responses to women in crisis, including answering the crisis line, responding to walk-in clients, and women and children residing in the secure shelter. Individuals connecting with counsellors could include victims of woman abuse, sexual assault, workplace harassment, homelessness, addiction, and mental health. Acts as an ambassador and role model for the agency at all times.

ORGANIZATIONAL ACCOUNTABILITIES

Commitment to Organizational Goals and Values

Acts and models behaviours aligned with the Mission, Goals, and Values of the organization to support women and their children to live free of abuse by providing shelter and confidential, empathetic, non-judgmental, and empowering services. Is committed to ending the cycle of abuse and violence by raising awareness through prevention, intervention, education, and advocacy.

Organizational Service / Support

Answers calls and provides prompt response and service to callers and walk-in clients. Performs assessments of potential clients eligibility for residential or outreach services. May be required to refer to and coordinate with other shelters and related service providers to support individuals who do not qualify for support from Optimism Place. In the event of crisis calls outside the scope of experience and training, after 'typical' business hours, connects with Manager who is on-call for guidance and support. Documents information from calls, assessments, steps taken, and if referrals to alternative services were provided.

As the primary contact for Optimism Place, assists women and children to become familiar and comfortable in the environment. Works with clients to meet daily needs. Provides support through individual and group supportive counseling, completing safety planning, and risk assessments. Assists women in the completion of discharge planning and duties. Acts as an advocate of clients in dealing with collateral agencies and services. Provides referrals to and assists women in obtaining community supports.

**Team Membership**

Is a positive, approachable, respectful, and committed member of the Optimism Place team. Demonstrates personal excellence in technical competence, bringing knowledge, expertise, and personal credibility to immediate colleagues, contributing to collaborative team decisions and processes. Proactively develops understanding and shares information. Makes and lives up to commitments and follows up with team members to ensure satisfaction of commitments made to others.

JOB SPECIFIC ACCOUNTABILITIES

Administrative Responsibility

Prepares reports and records on clients who use programs and receive services.

Facilities, Equipment, and Materials

Helps to maintain the shelter in good order.

Legislative Compliance

Adheres to all required legislation and standards.

People Leadership

May provide assistance with training and ongoing supervision of volunteers and placement students.

JOB KNOWLEDGE

Education & Experience:

- Community College diploma in a Social Service Worker program. BSW or BA in Social Work would be an asset.
- Minimum of six (6) months of related experience in the field of violence against women services or sexual assault services. Volunteer or placement student experience is welcomed. Experience in a residential services setting is an asset.

Knowledge & Skills:

- Demonstrated knowledge or skills in the following areas:
 - Differential crisis response
 - Engagement and assessment of clients in crisis
 - Risk assessment and safety planning
 - Case management
 - Individual and group counseling
 - Problem-solving
 - Mediation
 - Advocacy



- Crisis de-escalation
- Demonstrated commitment to the women's anti-violence movement.
- Continued commitment to ongoing education and professional development, keeping up with current trends and research in the Violence Against Women field.
- Proven ability to communicate effectively verbally and in writing, including the ability to generate professional documentation (note-taking, preparing letters, and reports).
- Understanding and welcoming of diversity.
- Computer literacy in various applications (e-mail, word processing).
- Ability to operate with independence and as part of a team.

WORKING ENVIRONMENT

- Position provides 24/7 support; therefore, ability and willingness to work day, afternoon and midnight shifts, any day of the week is required.
- At times, the individual in this role may be working alone in a safe environment; however, may encounter high-risk situations.
- Requirement for training in CPR/first aid certification upon hiring.

The above job description reflects the major aspects of the job and is not to be construed as a detailed description of all work requirements inherent in the job. All positions may be assigned other job-related duties as required from time to time.