Centretown Community Health Centre
Position Description

Position Title: Mental Health and Addictions – LESA Counsellor
Team: Mental Health and Addictions
Salary Scale: $57,564 - $69,354
Classification: C-L
Reports to: Director of Mental Health and Addictions

Summary
The Counsellor, LESA provides addiction/lifestyle counselling (primarily through home visits) and group facilitation for seniors with problems related to the use of alcohol, other psychoactive drugs or gambling. The Counsellor also coaches professionals in the community on how to intervene with seniors around issues of substance abuse & problem gambling, and conducts seminars, workshops/classes about addictions in seniors.

Reporting Relationships
The Counsellor is a member of the LESA Team and reports to the Director, Mental Health and Addictions.

Major Responsibilities
1. Referral, Screening, Engagement, Assessment
   - Accepts referrals.
   - Screens prospective clients to determine eligibility to program.
   - Refers ineligible clients to appropriate service or programs.
   - Engages client in lifestyle change by:
     o Developing therapeutic relationship/alliance;
     o Giving clients detailed information about the LESA program and how it might benefit them;
     o Clarifying and verifying reasons for the client referral; and
     o Stimulating interest in the program and confidence in their ability to change.
   - Comprehensive, holistic assessments of clients, i.e. health, basic needs, social networks, financial, and gambling/substance; activities of daily living; environmental strengths and needs, and relationship alcohol/psychoactive drugs/gambling play in the above.

2. Counselling/Support
   - Counsels clients, usually in home, to develop the understanding and self-confidence needed to make behavioural and attitudinal changes, addresses barriers to achieving a healthy lifestyle free of problem gambling &/or substance misuse/abuse.
   - Crisis intervention, which may include unscheduled home visits, telephone contact with client and others, accompaniment to hospital, detoxification centre, credit counselling, connection to legal supports, etc.
   - Sets goals and plans activities with clients to bring about healthy change.
   - Provides clients with information and education about addictions and healthy lifestyles.
   - Provides practical help as appropriate.
   - Provides support, including arranging or providing initial transportation, arranging home care and other necessary services, as appropriate.
• Provides occasional transport in crisis situations.
• With permission of client, advocates with other caregivers when appropriate.
• Participates in case-management activities.
• Makes referrals on behalf of client when appropriate.
• Advocates on behalf of clients for community services.
• Provides support to family members/care givers.
• Ensures client rights and access to appeal process.
• Monitors and supports clients by phone or through email contact.

3. Planning and Facilitation of Groups and Outings
• Plans and facilitates 1-2 groups/week.
• Reports proceedings to LESA team.
• Participates in monthly client outings, providing support to the Therapeutic Recreation Leader

4. Treatment Planning and Recording
• Completes assessment documentation and records in DATIS, and develops individual treatment plans.
• With client’s permission, obtains medical summary from family physician.
• Prepares and participates in monthly clinical supervision meetings.
• Develops client-centred treatment plans that include but are not limited to:
  o Major strengths and growth areas;
  o Interventions required to effect change;
  o Treatment objectives;
  o Assessment of progress; and
  o Discharge planning.
• Keeps up-to-date progress notes on interventions and clients’ activities and progress toward meeting treatment objectives.
• Records all contacts with clients or with others on their behalf.
• Attends case conferences as required. Liaises with other CCHC and external service providers.
• Records attendance and summarizes proceedings at groups and recreational outings.
• Completes timely electronic client database information system information.
• Works collaboratively with team in the on-going development and refinement of services.
• Ensures all record keeping is up-to-date.

5. Community Outreach/Education
• Acts as resource to other agencies about addictions and/or the LESA program.
• Coaches referring agents on how to approach or intervene with clients identified as having alcohol/drug or gambling problems.
• Responds to community for speaking engagement requests.
• Conducts seminars, workshops.
• Acts as resource to CCHC staff regarding seniors and addictions issues.
• Liaises with community services including Health Centres, Seniors’ programs, recreational organizations, university programs, housing authorities etc.
• Liaises with agencies and services.
6. **Volunteer Supervision**
   - Assigns volunteers to respective duties.
   - Supports and supervises volunteers.
   - Ensures appropriate recognition and appreciation of volunteers.

7. **Liaises with Francophone agencies and services (for position(s) designated bilingual)**
   - Represents LESA in the Francophone community.
   - Responds to requests from Francophone community for direct service, service coordination and program/service development and planning.
   - Responds to Francophone media requests, as appropriate.
   - Provides health/addiction education to Francophone community and allied professionals.
   - Supervises Francophone students.

**Education:**
- Master’s degree in Health Science, Social Work, Nursing, Counselling or equivalent combination of education and experience.

**Professional Experience:**
- Three to five years addictions counselling experience in the health or social services field.

**CCHC CORE COMPETENCY**

**Equity** - We believe in recognizing and respecting diversity among people in our communities to provide them with appropriate services that meet their varying needs. We strive to break down barriers so everyone can enjoy access to the services they need to be healthy. Equity is about recognizing differences among people and treating people differently according to their needs in order to achieve equality of access.

**Empowerment** - We value participation and believe in our clients’ and communities’ right to play an active role in determining what services are offered and how they are delivered. To achieve this, we foster open and constructive dialogue and believe in engaging in respectful, honest and clear communications practices. We strive to provide all the support and information required to make informed choices and participate in meaningful ways.

**Excellence** - We are committed to providing excellent services and strive for constant improvement and innovation. We focus on best practices, evidence-based approaches and ongoing evaluation to deliver effective and comprehensive services that best meet our clients’ and communities’ needs. We ensure accountable, efficient and effective use of resources.

**Respect** - We’re committed to fostering an inclusive environment where everyone is treated in ways that are fair, courteous and compassionate. We believe in valuing one another’s opinions and contributions and giving full considering to these views with an open and non-judgmental mind.

**Key Competencies**

**Essential**
- Experience working with older adults.
- Proven ability to work independently and as part of a team.
- Personal orientation towards holistic health.
- Valid driver’s license and access to car.
• Proficient with Windows based computer systems, MS Word, e-mail and databases.
• Excellent verbal and written communication skills.

Desirable
• Experience in-group counselling.
• Experience in providing home-based counselling.

Language designation
English, written and spoken
French, written and spoken

Standard CHC Employee Responsibilities
All CCHC employees have some fundamental responsibilities that go beyond the confines of their occupations. These include:

Administrative
• Contributes to the Centre’s activities to collect, analyse and report on data and relevant information and participate in research
• Preserves confidentiality of all client and employee information and seeks to minimize risk while working with data
• Submits records of time worked and time off in a timely manner
• Maintains and develops professional competence, and where applicable, a professional licence to practice, through appropriate continuing education methods (e.g. peer interaction, literature review, conferences, courses, staff development leave, etc.)
• Complies and adheres to all applicable Centre policies and procedures

Organizational Responsibilities
• Respects and values the diversity of the community and individuals
• Supports the Centre’s student placement programs
• Contributes to the Centre’s work by participation in activities that seek to strengthen collaborative and interdisciplinary teamwork, such as inter-component committees and working groups, strategic planning and accreditation
• Contributes to the Centre’s practices of hiring, orienting and training of employees
• Participates actively in team meetings
• Consults with and provides support to team members and other CCHC employees regarding professional issues
• Participates in the Centre’s strategic planning process
• Participates in the development of policies and procedures by providing feedback in the Centre’s policy development process
• Works in a manner that incorporates health promotion and recognizes the determinants of health
• Participates in team and individual professional development opportunities
**Occupational Health and Safety**

This position must also work within the scope of all legislative and Centre policies related to occupational health and safety. In this capacity, the employee:

- Works in a manner that promotes a safe, secure environment, and is compliant with the Duties of Workers under the Ontario Occupational Health and Safety Act (Section 28)
- Must read and follow the Centre’s occupational health and safety policies
- Works safely in consideration of the following job hazards: noise, workplace violence
- Uses personal protective equipment
- Participates in Occupational Health and Safety Training as required: AODA, WHMIS, Employee Safety Training, Other (as required)

**Approvals**

Manager,
Corporate Services: ___________________________ Date: _______________________

Executive Director: ___________________________ Date: _______________________