

POSITION:	Newcomer Wellness Counsellor (12 month contract maternity leave)
REPORTS TO:	Newcomer Orientation Program Manager
WORK HOURS:	35 hours per week Start Date January 14th 2019
RATE OF PAY:	\$25/hr - \$ 27.00/hr

Dixie Bloor Neighbourhood Centre is an accredited, non-profit organization providing support services to residents of Mississauga East including immigrant settlement, employment, parenting, youth, seniors, community dispute resolution and volunteer opportunities.

JOB SUMMARY:

The **Newcomer Wellness Counsellor** is responsible to provide timely crisis assessment, evidence-informed crisis intervention, information and referral, and brief supportive counselling to newcomer families, refugees and youth. Clients are newcomers to Canada and may be experiencing emotional distress, PTSD, a mental health crisis, and/or seeking information on available resources.

DUTIES AND RESPONSIBILITIES:

- Provide evidence-informed crisis intervention and brief supportive counselling to newcomers, refugees and/or youth who are experiencing a crisis
- Manage interactions with clients who encounter problems and crises while adjusting to life in Canada.
- Develop holistic crisis plans and implement crisis management strategies in partnership with clients
- Utilize a resource referral database to provide information and referral assistance to clients
- Provide support and follow-up post crisis
- Plan and facilitate group information sessions
- Liaise with community partners to support clients' recovery and reintegration into society
- Form positive relationships with social services and mental health agencies to build an effective delivery of crisis service in the community
- Maintain accurate and appropriate record-keeping/documentation of client files

QUALIFICATIONS:

- Degree in health services, social services, counselling, psychology or related subjects.
- One year working experience with crisis intervention and newcomer mental health
- At least one year working experience with newcomers, refugees and youths
- Knowledge of mental health issues, group process and facilitation techniques.
- Proven ability in crisis assessment and facilitating resolution of clients with efficient information-gathering and problem solving skills
- Diplomatic, courteous, empathetic, professional and able to work well in stressful situations and maintain professional demeanor.
- Proficient with Microsoft Office, database and Internet. iCARE database experience an asset.
- Excellent verbal and written communication skills
- Fluency in English. Second language is an asset
- A criminal reference check is required

Interested applicants should submit a resume and cover letter quoting reference number 018-033 by Dec 7, 2018 to:

Human Resources Officer
Dixie Bloor Neighbourhood Centre
3650 Dixie Rd. Suite 103, Mississauga, ON L4Y 3V9
Email: recruiting@dixiebloor.ca

*We thank all applicants but only those selected for an interview will be contacted.
Dixie Bloor Neighbourhood Centre is an equal opportunity employer*

