

INTERNAL AND EXTERNAL JOB POSTING

Crisis Intervention Counsellor

ISANS is seeking a full-time **Crisis Intervention Counsellor** responsible for providing outreach and crisis intervention services to eligible client facing crisis related to break down of family relations, domestic violence, legal, mental and complex health issues, financial, and housing. Reporting to the Supervising Team Lead and the Manager, Refugee Resettlement, this position will be responsible for:

Providing support, information, advocacy, referral and escort to eligible clients by:

- Establishing supportive and collaborative rapport with clients by listening and helping clients identify the crisis and focusing towards resolution
- Conducting crisis assessment and planning with individual clients, family or group
- Assisting clients in identifying options and developing crisis action plan to resolve crises
- Assisting client in identifying existing and developing new skills and support systems
- Providing information, orientation and referral to internal and external resources
- Accompanying clients when necessary to ensure smoother access to systems
- Advocating on behalf of and with the client and those within their network of support
- Organizing and participating in case coordination, liaison and service planning with other service providers in collaboration with the client
- Conducting short term follow up
- Planning and implementing community outreach activities through the development of collaborative partnerships and through presentations, education and visits to community agencies and services

Developing the Settlement Support System by:

- Liaising with IRCC staff, EAL school teachers, various other professionals, and Refugee Resettlement Program staff
- Arranging interpreters and volunteer support as needed
- Increasing accessibility by meeting clients at location of their preference
- Accepting referrals from ISANS staff and service providers working with newcomers
- Sharing Team pager and on-call drop-in duties

The ideal candidate for this position will have the following:

Education:

- Bachelors Degree Social work or
- Equivalent combination of education and experience will be accepted
- Counselling Certificate an asset

Experience:

- 2 years experience in a similar position
- Experience working in a cross-cultural environment; experience delivering direct service to immigrants preferred
- Experience developing, implementing and evaluating programs or projects
- Experience delivering service face to face and/or online

Knowledge:

- Knowledge of local activities, programs and community organizations that serve the immigrant population

Skills:

- Strong written and verbal English communication skills

- Ability to work independently and as part of a team
- Strong time management and organization skills
- Proficient with MS Office applications
- Additional languages an asset

Terms of Employment:

- Fixed term contract to March 31st, 2020, renewable pending funding confirmation
- Full-time 35 hours per week

Commencement Date: ASAP

Closing Date: Friday April 12th, 2019- 4.00pm

To apply: E-mail your resume and cover letter merged into one document to careers@isans.ca, stating in subject line the position you are applying for.

**We wish to thank all applicants for their interest and effort in applying for this position.
However, only candidates selected for interviews will be contacted.**