

**Role Title: Support Coordinator /Mental Health Counsellor**

**Reports to: Program Director**

**What this job is really like:**

As the Blue Door Support Coordinator/ Mental Health Counsellor, you are responsible for providing individual and group counselling for participants of the Blue Door Program as well as carry a small case load for Support Coordination. Some of the key elements of the position include application of intensive, effective, therapeutic interventions and an advanced working knowledge of the needs of the population served by the Blue Door Program. In addition, you will be responsible to collaborate with team members to assist with supporting Blue Door participants with individual needs addressed through a coordinated team approach. You will work individually and collectively with individuals to determine issues, challenges, and barriers that may be present, and seek creative solutions and opportunities to overcome these challenges.

You have a strong background in providing individualized therapeutic intervention to persons with complex needs. You have worked in community based settings and have a high level of comfort reaching out to people. You are comfortable working in a chaotic environment and have a proven track record for building trustful, respectful relationships with marginalized populations.

The Blue Door Project will embody the principles of:

- Meeting people where they are;
- Non-judgemental and accepting of chaos;
- Reaching out & consistent contact;
- Innovation and thinking outside the box;
- Harm Reduction;
- Self Determination

The right person for this position values these principles in their work and is comfortable with making adaptations during the workday as determined by the needs of the program and its participants. While a large portion of the work may involve individual and group based counselling at the Thrive office, flexibility is also required to meet participants at various locations. This position will also require an individual who has a high level of understanding for the complexity of participant's lives and is willing to reach out to individuals instead of waiting for participants to contact them. This role requires a non-judgemental philosophy and not giving up on people or expressing disappointment in participants when they do not follow through on appointments or agreed upon goals.

You have healthy boundaries. You strive to find the balance of giving 100% to participants, but also know when you've given enough and you need to take care of yourself.

**The Jobholder is typically responsible for:**

**This job will typically be measured by**

<ul style="list-style-type: none"> <li>• Provide individual and group therapeutic interventions for program participants;</li> <li>• Provide ongoing emotional support, encouragement and unconditional acceptance to participants;</li> <li>• Build working relationships with each participant, getting to know them as unique individuals and clarifying the role of Support Coordinator/ Mental Health Counsellor;</li> <li>• Identification of individualized needs and development of an individualized plan in conjunction with the participant;</li> <li>• Conduct risk assessments and establish safety plans with participants;</li> <li>• Work with the Blue Door team to assist participants in meeting their basic needs and coordinate efforts to implement exiting plans</li> <li>• Work collaboratively with the Blue Door team and the larger Thrive team to assist with coverage for other employees and participate in Thrive events</li> <li>• Oversee referral process to external services;</li> <li>• When necessary, assist with transportation of participants in personal vehicle to support medical appointments, counselling appointments and various activities of daily living such as banking/ grocery shopping.</li> <li>• Liaise with support coordinators to ensure coordination of services and supports through social service agencies and other support networks involved with the participant;</li> <li>• Focus on crisis prevention through therapeutic intervention, problem solving and planning with participants;</li> <li>• Assist team with management of crisis situations that occur and implement appropriate action plans to resolve incidents in a safe manner;</li> <li>• Ensure all documentation, statistics and other data is accurately captured in ARMS;</li> <li>• Participate in regular staff meetings;</li> <li>• Ensure compliance with organizational policies and procedures;</li> <li>• Support life skills and leadership development opportunities for participants;</li> </ul>	<ul style="list-style-type: none"> <li>• Strong relationships built with participants;</li> <li>• Ability to work as part of a team to provide holistic support to participants;</li> <li>• Meeting commitments outlined in the exit plan;</li> <li>• Maintaining accurate records;</li> <li>• Proactively reaching out to participants</li> <li>• Maintaining healthy boundaries</li> </ul>
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Knowledge & Experience Requirements	Competencies Required
<ul style="list-style-type: none"> <li>• Masters degree with a clinical specialization in the field of social work, mental health counselling, or psychology;</li> <li>• 3 years' experience working with populations with complex needs. Specific experience with persons who have experienced sexual exploitation or sex work is an asset;</li> <li>• Training and experience in therapeutic interventions;</li> <li>• DBT experience/knowledge is an asset;</li> <li>• Group development and facilitation experience;</li> <li>• Excellent knowledge of resources available to the target population;</li> <li>• Excellent conflict resolution skills;</li> <li>• Skilled in negotiation and relationship building;</li> <li>• Strong organizational skills;</li> <li>• Excellent analytical and problem solving skills;</li> </ul>	<ul style="list-style-type: none"> <li>• Strong written and verbal communication</li> <li>• Attention to detail</li> <li>• Problem solving</li> <li>• Prioritization and Multi-tasking</li> <li>• Time Management</li> <li>• Excellent interpersonal skills</li> <li>• Therapeutic intervention skills</li> </ul>
Working Conditions & Physical Effort	
<ul style="list-style-type: none"> <li>• Full Time position, 35 hours per week</li> <li>• Flexible Work Schedule, two evenings per week</li> <li>• Work will largely be performed at a community based level</li> <li>• Access to a vehicle is a requirement of the job</li> <li>• Vulnerable sector screening and criminal record check is required;</li> <li>• The environment will often times involve crisis situations which may pose safety concerns to participants and the staff team and will be considered high stress situations</li> <li>• High exposure to participants trauma through sharing of information</li> </ul>	
Other Aspects of the role	
<ul style="list-style-type: none"> <li>• New initiative for our province, therefore an opportunity to be innovative and build expertise in a field that no one else is working in within the province;</li> <li>• Strong partnership have been built for the program</li> </ul>	

*The above statements are intended to describe the general nature and level of work being performed. They are not intended to be construed as an exhaustive list of all responsibilities, duties and skills required of personnel so classified.*