

Job Description



Job Title:	Counsellor (Crisis and Resource Support)
Department:	Campus Wellness
Reports To:	Manager, Counselling Services (Crisis, Intake & Support Coordination)
Jobs Reporting:	None
Salary Grade:	USG 10 - 13
Effective Date:	May 2023

Primary Purpose

The Counsellor (Crisis and Resource Support) is accountable to the Manager, Crisis, Intake & Support Coordination for the provision of front line clinical mental health programs and services, with a specialization working with individuals experiencing mental health crises, connecting clients to resources, & providing mental health support to individuals on an episodic basis to help maintain their wellness and achieve academic success. Ultimately, this position underpins the mission of Counselling Services which focuses on supporting and promoting academic success, student and campus mental health, psychological wellness and safety within members of a diverse and global Waterloo community.

Key Accountabilities

Clinical Services - for supporting mental health and wellness, as well as personal academic and personal success to clients (i.e., primarily students)

- Clinical assessments: initial/intake assessments; risk of harm assessments
- Treatment planning
- Individual and group counselling/psychotherapy
- Responding to clients in crisis, providing same day service as needed
- Providing support coordination
- Clinical case note and report writing
- Termination planning and referral
- Working from a short-term brief therapy model along with a behavioural health perspective, the expectation is that most clients can be assisted within a limited number of meetings

Advocacy - the Counsellor is an advocate for and supports students' academic success and personal learning

- Collaborate and consult with key campus support services (e.g., AccessAbility Services, Student Success Office, etc.) related to students' personal and academic needs.
- Collaborate and consult with faculty, including individual faculty members, the Associate Deans' offices, and academic support areas in the interest of students' academic success, retention and graduation.
- Design, facilitate and evaluate seminars sessions on various topics (e.g., coping skills, etc.).
- Design, facilitate and evaluate training to student leaders and other key stakeholders across campus on various topics, including suicide prevention.
- The partnership for the mental health, health and wellness, well-being and safety of the campus community includes active collaboration and teaming with a focus on client issues of shared concern.

Clinical Practice - the Counsellor is committed to best clinical practice and best practice in mental health

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- The Counsellor has a thorough and expert understanding of developmental issues of late adolescence (e.g., relationships, mental health, disordered eating, transition, sexuality, etc.).
- Remains current with pertinent ethical requirements, research and considerations relevant to the fields of counselling/psychotherapy, mental health assessment and crisis management.
- Maintains a high level of knowledge and awareness of changes and developments in the fields of higher education and counselling, and their implications for the organization and delivery of counselling and clinical services within the institution.
- Represents the interest of the department at conferences, workshops, etc.

Other

- As part of a multi-disciplinary team member, the Counsellor attends interdisciplinary team meetings, department meetings, Campus Wellness meetings, and other meetings as requested or directed by their Manager in Counselling Services.
- Under the direction of their Manager, the Counsellor may provide supervision of graduate students who are participating in clinical residency, internship or practicum placements

**All employees of the University are expected to follow University and departmental health and safety policy, procedures and work practices at all times. Employees are also responsible for the completion of all health and safety training, as assigned. Employees with staff supervision and/or management responsibilities will ensure that assigned staff abide by the above, and actively identify, assess and correct health and safety hazards, as required.*

Required Qualifications

Education

- A graduate degree (masters or doctorate) in the counselling professions (e.g. psychology, social work, etc.)
- Theoretical and practical training in individual and group counselling
- Registered with a College under the Ontario' Regulated Health Professions Act (1991)

Experience

- Experience working with individuals experiencing mental health crises, connecting clients to resources, & providing mental health support to individuals on an episodic basis
- Proven record of achievement in clinical counselling. Scope of practice must include clinical work with adolescent and young adult population
- Experience in university or college setting is beneficial and strongly preferred

Knowledge/Skills/Abilities

- Demonstrated skill and effectiveness in the application of a broad spectrum of psychological interventions/therapies especially Cognitive Behaviour Therapy, Dialectical Behaviour Therapy and expertise in behavioural health
- Excellent interpersonal, communication (oral and written) and organizational skills
- Demonstrated initiative and strong skills in problem solving and decision making
- Proven ability to work effectively with a multi-disciplinary team
- Maintain a clear Police Vulnerable Sector Check

Nature and Scope

- **Contacts:** Internally, collaboration with AccessAbility Services, Athletics & Recreation, Centre for Career Action, Co-op Education, Human Resources, Police Services, Registrar's Offices, Student Success Office. Externally, the Counsellor works with community resources to assist in the development and enhancement of campus mental health, psychological wellness, and personal and community safety (e.g., Grand River Hospital, Here 24/7, Canadian Mental Health Association Waterloo Wellington Dufferin Branch, etc.).
- **Level of Responsibility:** This role is responsible and accountable to a Manager of Counselling Services in the development and execution of counselling services including psychotherapy.

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- **Decision-Making Authority:** The Counsellor makes decisions concerning evidenced based practice in providing individual and group clinical interventions for clients, when to refer the client to another person or department, developing/designing/providing workshops & presentations, staying abreast of best practices in the mental health field while prioritizing clinical interventions with clients. The Counsellor performs her/his duties conscientiously and responsibly, adheres to high personal standards of behaviour with students, colleagues, members of the University community and clients of the University, and in a manner consistent with the ethics of her/his profession.
- **Physical and Sensory Demands:** Minimal demands typical of a clinical and administrative position operating within an office environment.
- **Working Environment:** The position is exposed to stress and pressure associated with clinical and administrative responsibilities in an office setting. It involves moderate psychological risk resulting from difficult and unavoidable exposure to disagreeable and uncomfortable environmental and psychological conditions. Risk of exposure includes airborne and contact-based illnesses; verbally and physically aggressive individuals; individuals dealing with a mental health crisis (including suicidal ideation and immediate risk of harm to self and others).
Located indoors in a comfortable, fast-paced office environment populated by clinical, administrative staff, as well as clients (University of Waterloo students, staff and faculty and their families). There may be unusual hours or schedules, multiple and/or tight deadlines beyond one's control and constant interruptions (ex. phone calls, e-mails, unplanned but urgent support requests, varying student volumes at different times of year). At times, hours of operation include from 8:00 a.m. to 8:00 p.m. Position requires flexibility to occasionally shift working hours to include evenings.