



**Parkdale**



**Queen West**

**Parkdale Queen West  
Community Health Centre**

## **QUEEN WEST SITE - PARKDALE QUEEN WEST COMMUNITY HEALTH CENTRE SIS Counsellor – Relief/Locum**

Parkdale Queen West CHC is a non-profit registered charity, community-based health organization committed to improving the health of community members, particularly those at risk for poverty and discrimination. Our multi-disciplinary approach includes the provision of primary health/dental care, counselling, harm reduction, community development, advocacy, and innovative partnerships with other organizations. Parkdale Queen West is a leader in the development of inner-city health services focusing on the needs of homeless and street involved adults and youth, families, children and individuals living in the catchment area. Parkdale Queen West is a pro-choice and LGBTTTQ and 2-Spirit -positive organization committed to employment equity and anti-discrimination. Our facilities are fully accessible.

Parkdale Queen West Community Health Centre (PQWCHC) is developing and evaluating a demonstration supervised injection health service, integrated into the continuum of health promotion, primary care and harm reduction services at the PQWCHC - Queen West site.

### **GENERAL RESPONSIBILITIES**

The SIS Relief/Locum Counsellor works as part of the multi-disciplinary integrated Supervised Injection Service (SIS) staff team. Working within the context of a client-centered care model, the vision/values of PQWCHC, and working within a harm reduction framework, the SIS Relief/Locum Counsellor supervises clients administering their own injections and provides support and service advocacy to SIS clients. The SIS Relief/Locum Counsellor works collaboratively with interdisciplinary SIS team members, health care professionals/providers, clients, and communities in the identification and resolution of health and social issues and integration of care, crisis management, systems advocacy towards achieving greater stability and attachment for improved health and well-being, makes referrals to other service providers and strives for excellence in client centered care and education.

### **ACCOUNTABILITY**

The SIS Relief/Locum Counsellor reports to the Supervised Injection Service Manager.

### **SPECIFIC RESPONSIBILITIES**

- Greets and engages clients, assesses eligibility for the SIS, initiates intake into the service, and orients them to the service, space and SIS client agreements
- Supports a welcoming, non-judgmental, relaxed and safe space for clients
- Establishes a therapeutic relationship and develops rapport with clients
- Completes intakes and assessments, when required, and acts as an entry point into the SIS and other health or social services at PQWCHC and beyond including:
- Provides education and counseling using a harm reduction approach to clients regarding safer injection techniques and in such matters as sexual health
- History taking regarding medical/health background, psycho social, economic, functional and family status for individuals wishing to access the SIS who may require more intensive assessment and support
- Assesses client knowledge of injection process and works to achieve the best possible health outcomes for each client
- Provides brief counselling support to clients
- Provides information and referrals to health, social services and substance use treatment services for SIS clients
- Support the supervision of SIS clients to administer their own injections, who may present with a variety of acute and chronic illnesses/diseases
- Assesses, responds to and manages overdose events (in consultation with SIS nurse).
- Provides overdose prevention education
- Initiates emergency response if necessary, as per established protocols
- Works with other SIS staff to maintain flow of clients into and out of each client area of the SIS
- Provides harm reduction materials and information to clients (condoms, needles, safer crack use kits, and safer piercing kits), and ensures disposal of used equipment in accordance with established protocols
- De-escalates conflict with or among clients in accordance with established policies and protocols
- Follows established documentation protocols and maintains clear, accurate and timely written documentation in accordance with established procedures and policies, the funders, SIS partners, Health Canada and PQWCHC
- With client consent, liaise with community agencies and institutions regarding issues relevant to client need.
- Maintains a hygienic working environment, conducts infection control tasks in accordance with related policies and procedures
- Participate in organizational training and development aligned with the roles and responsibilities for the position
- Performs other related duties, as required

### **Also responsible for working in a manner that:**

- Preserves confidentiality and seeks to minimize risk
- Incorporates counselling, case support and harm reduction strategies and recognizes the determinants of health
- Incorporates and strengthens interdisciplinary teamwork and a collaborative approach to the PQWCHC's work
- Respects and values the diversity of communities and individuals
- Contributes to PQWCHC activities to collect, analyze and report on data, as applicable
- Maintains competence, and where applicable, a professional license to practice
- Reflects PQWCHC's Mission, Values and Service Delivery Approach
- Follows Health Centre policies and procedures

- Communicates clearly, listens accurately, is open to feedback, handles conflict appropriately, and displays sensitivity to others
- Participates in PQWCHC's commitment to being a discrimination-free health centre

**SKILLS AND QUALIFICATIONS:**

- Graduate degree from a recognized university in a relevant discipline or significant related experience
- 2-4 years' counselling, case management and service navigation experience in a community setting working with homeless and marginalized populations including people with substance use and/or mental health issues
- Proficiency in brief counseling techniques that are trauma-informed and strength-resiliency-based for working with individuals with histories of substance use
- Significant experience with front line and harm reduction program delivery; values aligned with a harm reduction approach to service delivery
- Experience in crisis response, de-escalation and emergency response
- Knowledge of community services and resources
- Experience with mentorship and supervision of peer teams and delivering training, would be an asset
- Excellent written and verbal communication skills
- Experience working with people who use drugs, Indigenous Peoples, racialized populations, women who engage in sex work, prisoners/ex-prisoners, people with mental health challenges, and people who have experience trauma, would be an asset
- Proficiency in the use of computers and various software applications
- Proficiency in language (s) other than English considered an asset

The successful candidate will demonstrate a willingness to participate in Parkdale Queen West's commitment to becoming a discrimination-free health centre and an ability to work interdependently and respectfully in a multi-disciplinary team. Languages other than English are an asset. To better represent the communities we serve, applications from members of Aboriginal peoples, racial or cultural minority groups, people with disabilities and LGBTTQ and 2 spirit communities are encouraged to apply. Parkdale Queen West is committed to providing accommodations for people with disabilities. If you require an accommodation, we will work with you to meet your needs.

**Salary Range: \$31.00 - \$37.40 /hr. + 4% in lieu of benefits**

**Please forward your cover letter and resume by November 17, 2017 to:**

**Hiring Committee**

**E-Mail: [hiring@ctchc.com](mailto: hiring@ctchc.com)**

**Subject Line: CTCHC Job # SIS 05**

**Parkdale Queen West Community Health Centres**

**168 Bathurst Street, Toronto ON M5V 2R4**

***We regret that only those to be interviewed will be contacted.***