

Benchmark Title**ADULT, YOUTH AND/OR CHILD COUNSELLOR****Job Summary**

Assesses client problems. Develops and implements counselling plans for individuals, groups and families. Plans and conducts individual and/or group counselling sessions using a variety of therapeutic counselling techniques. Provides skill building in problem areas. Provides case management services.

Key Duties and Responsibilities

1. Gathers information relevant to clients' problems by interviewing, observing behaviour, meeting with caregivers and service providers and using a variety of inventories, checklists and questionnaires. Conducts structured analyses of the information gathered to provide an assessment of client's problems.
2. Develops and implements counselling plans and intervention using a variety of therapeutic counselling techniques drawn from theoretical frameworks such as family systems, solution-focused, narrative, psycho-dynamic group work, and advanced group counselling techniques to resolve the assessed problems.
3. Monitors client's progress and provides follow-up planning.
4. Evaluates the effectiveness of counselling plans, reports clients' progress, and discusses case management and related concerns with therapists, social workers, peers or other professionals.
5. Provides case management services and consultation to other service providers. Provides information on and refers clients to other community service providers, resources or professionals as required.
6. Provides skill building in areas of parenting skills, anger management or self-management techniques.
7. Maintains related records and statistics and provides reports to the supervisor as required.
8. Liaises with and/or promotes the interests of clients with other community service providers, professionals or school personnel as required.
9. Performs other related duties as required.

Qualifications*Education and Knowledge*

Bachelor's degree in a related human / social service field.

Training and Experience

Two (2) years recent related experience.

Or an equivalent combination of education, training and experience.

COMMUNITY SOCIAL SERVICES JOB EVALUATION PLAN

RATING RATIONALE

BENCHMARK TITLE: Adult, Youth and/or Child Counsellor

FACTOR	REASON FOR CLASSIFICATION	DEGREE	POINTS
1	Education and Knowledge –Requires a bachelor’s degree in a related human/social service field	6	113
2	Training and Experience – Requires 2 years recent related experience	4	100
3	Physical Demands – Often involves very light physical exertion in writing reports	2	14
4	Concentration – Often listens to patients to interpret client needs and behaviour; often requires a very high degree of mental demands to define problems and develop treatment plan	6	50
5	Independence – Guided by social work standards, develops and implements direct intervention and evaluates effectiveness	5	71
6	Judgement – Reviews and evaluates clients’ progress and modify treatment plans and counselling techniques to move towards treatment goals	6	86
7	Leadership/Supervision – Little or no responsibility	1	20
8	Accountability – Work is evaluated for compliance to social work standards; considerable loss of time can be caused by work methods	5	71
9	Communication – Counsels clients requiring advanced techniques	6	86
10	Care of Individuals – Work involves conducting group therapy programs and providing interventions	5	50
11	Environment/Working Conditions – Often involves unpleasant dealings with upset, angry, demanding or unpredictable people	5	42
Total Points			703