

Benchmark Title**FAMILY COUNSELLOR****Job Summary**

Assesses clients and their families. Develops, implements and evaluates family-based intervention plans; participates in the development, implementation and evaluation of client service plans with the integrated case management team.

Key Duties and Responsibilities

1. Interviews clients and families, prepares case histories, assesses problems and outlines services provided by the organization. Provides information on and referral to other community service providers, resources and professionals as required.
2. Develops family-based intervention plans; participates in the development of client service plans with the integrated case management team.
3. Plans, prepares and conducts individual, group or family counselling sessions using therapeutic techniques drawn from theoretical frameworks such as family systems, solutions-focused, narrative, psycho-dynamics. Provides crisis intervention and ongoing assessment as required.
4. Provides support and guidance to clients and families; facilitates positive family communication, assists clients in making positive changes and solving problems related to family functioning.
5. Provides parenting skill building to clients on issues such as parent-child interaction, child development, discipline and guidance, and behaviour management.
6. Provides emotional support and feedback to clients.
7. Participates in integrated case management meetings or meet with professionals and social workers on a regular basis to report clients' activities and progress, discuss case planning issues and concerns, and evaluate the effectiveness of the counselling intervention.
8. Maintains related records and statistics. Produces reports such as intake, progress and discharge in accordance with established policies and guidelines.
9. Liaises with other community service providers, professionals to coordinate services and to ensure that interests of clients is considered in decisions affecting them. Accompanies clients to meetings and appointments as required.
10. 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: Family Counsellor

FACTOR	REASON FOR CLASSIFICATION	DEGREE	POINTS
1	Education and Knowledge – Requires a bachelor’s degree in Psychology	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 clients to interpret client needs and behaviour; often requires a very high level of mental demand to define problems and develop treatment plans	6	50
5	Independence – Guided by psychology standards; applies accepted work methods in different ways to develop, implement, and evaluate family based intervention plans	5	71
6	Judgement – Reviews and evaluates clients’ programs and modifies 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 and psychology standards, work has direct impact on client service; errors may result in substantial loss of time in terms of delay in client progress	5	71
9	Communication – Provides therapeutic counselling to clients who do not normally cooperate	6	86
10	Care of Individuals – Work involves conducting group therapy programming and providing interventions	5	50
11	Environment/Working Conditions – Often exposed to moderately undesirable working conditions in the form of unpleasant dealings with clients who are uncooperative or have behavioural problems	5	42
Total Points			703