



Job Description

IDENTIFICATION

<i>Position Number</i>	<i>Position Title</i>	
	Child & Youth Care Counsellor	
<i>Department</i>	<i>Position Reports To</i>	<i>Site</i>
Community Counselling Services (CCS)	Clinical Supervisor, Child & Youth Counsellor	Gensen Building/Local Schools

PURPOSE OF THE POSITION

A Child & Youth Care Counsellor (CYC) at Community Counselling Services (CCS) is responsible for providing comprehensive mental health and addictions services for clients falling under the responsibility of the Hay River Health and Social Services Authority (HRHSSA), primarily the communities of Hay River and Enterprise, but could also include Hay River Reserve on occasion. This position reports directly to the Clinical Supervisor, Community Counselling Services. Positions is located in Hay River, and serving a primary population of around 4000 people.

Services are provided in accordance with the NWT Mental Health Act, Child and Family Services Act, the Community Counselling Program Standards, and the Canadian Counselling and Psychotherapy Association standards. Services are intended to help improve the mental health and wellbeing of residents and their community.

More specifically, the Child and Youth Care Counsellor plays an integral role in supporting children and youth with complex mental health needs, and their families, to live successfully within their home, school and local community. The CYCC is responsible for implementing some specialized assessment and therapeutic programming within the daily life space of children and youth, within school and at times at community counselling environment.

SCOPE

This position is located within one of the schools (Princess Alexandra, Harry Camsell Secondary School, and/or Diamond Jenness Secondary School) located in Hay River, NT with a secondary office location at Hay River Community Counselling Services at the

Gensen Building in Hay River, NT.

This position may be located at one of the Hay River Health & Social Services Authority (HRHSSA) locations. They include the Hay River Regional Health Center (HRRHC), the Gensen Building, Woodland Manor, Supportive Living Services and/or H.H. Williams Memorial Hospital (HHWMH). The HRHSSA is an accredited, integrated health authority that provides the following services: 19 acute inpatient beds (14 Community Support Beds, 1 Family Suite (Palliative), 2 Secure Rooms, 2 Observation beds), Emergency and Ambulatory Care, including dialysis and endoscopy; Midwifery Care and Delivery; 25 Long Term Care beds; Supportive Living Campus, a Territorial campus providing 11 permanent residences; Diagnostic Services (Diagnostic Imaging, Ultrasound, Mammography); Laboratory; Medical and Specialty Clinics including Diabetes programming; Social Programs (Community Counselling, Healthy Families and Child and Family Services) Community Health and Home Care, Rehabilitation which include Physiotherapy, Occupational Therapy and Speech Language Pathology; and a full range of Support Services.

The CYCC position is part of a collaborative multi-disciplinary approach to the delivery of direct therapeutic services to support the needs of children, youth and their families. The CYCC is a member of the community counselling team and provides integrated and therapeutic mental health and behavioural programming in collaboration with school personnel and other health and mental health and social services professionals. The CYCC provides a wide range of services with an emphasis on developing therapeutic relationships with children, youth and their families. During the school year, the CYCC will be based primarily in the school, but, in order to align with the needs of children and youth, other locations may include the Community Counselling Program office, the Hay River hospital or social services location or other appropriate community locations. As part of an interdisciplinary team approach, other services targeted to assist children and youth include: community development, consultation, coordination, education and integrated services management.

This position ensures that therapeutic plans are developed, followed and are meeting the individual needs of the child, youth and family. The CYCC provides direct client care including individual and environmental assessment (with an emphasis on strengths and assets rather than pathology), intervention planning, individual, family, and group counselling and referrals to other important service providers and agencies within the community. The CYCC collaborates with other community services including school principals, teachers, regional inclusive schooling coordinators, social workers, nurses, physicians, Community Health Representatives, RCMP, probation, Victim Services, and local Indigenous and Non-Government Organizations to provide a comprehensive, person and family centered approach to care.

The incumbent may be required to work on call and work a flexible schedule to ensure accessibility to members of the community. In addition, when a traumatic event occurs within the community or to an individual, the incumbent may be called upon outside of work hours.

RESPONSIBILITIES

- 1) **Provides a range of direct psychotherapeutic services to children and youth with social/emotional/behavioural issues, their families and caregivers.**
 - Completes screening and risk assessments for the purpose of informing and developing intervention plans.
 - Undertakes a variety of mental health assessments including interviews with all relevant parties (i.e., health and social services professionals, educators, involved nongovernment agencies, local Indigenous organizations, etc.).
 - Identifies community and regional resources that could meet identified needs, particularly in instances of child/youth/family crisis.
 - Works with children, youth and families to develop integrated, person and family centered care plans that include appropriate interventions and that involve all necessary partners to achieve stated goals and objectives.
 - Provides a variety of evidence based interventions and treatment modalities including individual, family and/or group therapy as indicated for identified areas of distress and need.
 - Provides leadership to ensure coordination and effective delivery of integrated services in a person and family centered manner.
 - Assists children, youth, their families and other relevant caregivers to understand the nature, prognosis and recommended interventions and treatment modalities indicated for their particular needs/areas of distress.
 - Ensures that family, cultural and spiritual practices are adhered to during assessment, therapeutic planning and while communicating feedback to children, youth and their families.
 - Monitors and evaluates the implementation and progress of service plans, as well as child/youth, family and school satisfaction with progress/results.
 - Where required and appropriate, consult with other service providers and mental health experts to inform recommended approaches and interventions.
 - Adheres to Community Counselling Program Standards for confidentiality/privacy, sharing of information, client record keeping practices and other areas of service provision and client care.
 - Provides care and service in a person and family centered manner that meets the child/youth/family where they are at and ensures care is delivered accordingly.

- 2) **Provides mental health, child youth care consultation and educative services to community agencies and other service providers who provide services to children and youth with social, emotional and behavioural disturbances including educators, physicians, nurses, health care workers, community counsellors, community social services workers, infant development programs, probation, RCMP, local Indigenous and non-**

government organizations.

- Provide mental health expertise, support, professional learning opportunities and consultation to school staff to ensure adequate understanding and ability to respond to the needs of children and youth with social emotional and/or behavioural issues, including participation, when relevant, as a member of the school-based support team (i.e., development of Student Support Plans, Individualized Education Plans, etc.), parent workshops, and/or interagency team meetings.
 - Ensure a seamless and collaborative approach to service delivery in schools by maintaining a close, collaborative working relationship with school based staff including the principal.
 - Provide expertise and professional supports to community staff and agencies delivering services to children and youth.
 - Function as a resource and source of community based information on best practices when working with children/youth in particular for those with social, emotional and/or behavior issues and their families.
 - Provide education information to community partners via in person, 1:1 meetings, workshops and/or integrated team/interagency meetings.
 - Provide expert and timely response and intervention in crisis incidents.
 - Function as an expert within the field of child youth mental health and serve as a resource to assist other service delivery partners in understanding integrated, trauma informed and culturally safe practices in the context of colonization and residential schools, FASD, concurrent disorders, histories of trauma, family violence, social determinants of health, mental illness and addictions.
- 3) Provides leadership, facilitation and expertise in the implementation of an integrated, stepped care approach to the delivery of services for children and youth with complex needs and their families by ensuring collaboration and involvement with other services and agencies involved in the provision of care.**
- Remains up to date on best practices within the fields of child and youth mental health, integrated person and family centered practice, school and community-based interventions and programming.
 - Remains up-to-date on school, community and regional resources and partner agencies. • Undertakes purposeful steps to cultivate collaborative working relationships with these partners in order to ensure optimal integrative and wrap around service potential. This may also include participating in on-the-land wellness initiatives.
 - Demonstrates integrity and respect to cultivate positive working relationships with community and regional partners.
 - Actively works to become educated on the local culture, customs and practices and engages in community events and relationship building opportunities.

- Maintains child, youth, and family privacy and confidentiality and ensures a recovery oriented, person and family centered approach to service delivery and sharing of information.
 - Utilizes a strengths based approach that focuses and builds upon community and personal resiliency and strengths.
 - Provides leadership and advocacy with children/youth/families in working with other agencies and services.
- 4) Performs other duties as required to achieve Governmental, Departmental or Authority strategic goals and objectives. This may include filling in for Mental Health & Addictions Counsellors when needed.**

POSITION ROLE IN CLIENT & STAFF SAFETY:

The HRHSSA is committed to creating a culture of safety throughout the organization. A culture of safety is necessary to provide optimal care to our clients, and a healthy workplace for staff. An organization with a culture of safety is characterized by several elements:

- Client-centered care;
- Healthy workplace;
- Open communication; and a
- Blame-free and accountable environment.

All staff throughout the organization shares the responsibility for client and staff safety by:

- Demonstrating a commitment to safety;
- Complying with safety policies, procedures and best practices;
- Identifying and reporting safety issues; and
- Participating in safety initiatives.

Commitment to Client Centered Care

Recognizing that our clients are the experts for their own lives, the Hay River Health & Social Services Authority (HRHSSA) is committed to support our clients as leaders to accomplish the goals that they have set out for us in their personal care. The (HRHSSA) will endeavor to provide client centered care through the following:

- Involving clients in their care by reducing barriers that may inhibit our ability to help them.
- Providing a culture that will ensure clients have a voice and participate in their own personal care.
- Empowering clients through improving client satisfaction, enhancing the quality of care and ultimately the quality of life for our clients.
- Focusing on the experience of the client from their perspective and listening to their needs.

- Fostering collaboration between the client and organization by working together to achieve our goals.
- Providing continuous dialogue with the clients to ensure that each and every client is seen as a unique individual.
- Ensuring staff are provided with the training and tools required to complete the best job possible.

Criminal Record Check

Employment with the Hay River Health & Social Services Authority is contingent on providing a satisfactory criminal record check including the vulnerable sector check to the Human Resources Office prior to the official start date of a position.

KNOWLEDGE, SKILLS AND ABILITIES

- Knowledge of Northwest Territories services and supports, as well as relevant legislation (Child and Family Services Act, Health Information Act, Mental Health Act, Education Act).
- Knowledge and experience in the delivery of child and youth mental health services including direct, front line service delivery, assessment and treatment planning.
- Knowledge of various approaches to therapy relating to the treatment of children and youth with mental health and behavioural issues, disorders and addictions.
- Knowledge and extensive experience in working with children and youth with mental health issues and their families, including in a school and community settings.
- Knowledge and skills in applying an integrated stepped care 2.0 approach to service delivery is an asset.
- Knowledge and skills working with a variety of approaches to psychotherapy, including Play, Art or Experiential Therapies, Family Systems, Cognitive Behavioural Therapy, Motivational Interviewing, Solution Focused, etc.
- Knowledge and skills in working in an interdisciplinary manner to optimize wrap around service delivery.
- Knowledge of and ability to network with resources within and outside of the employing health and social services authority.
- Knowledge of the signs of violence, abuse, mental illness and addictions, as well as current trends and best practices in addressing psychological outcomes with children and youth.
- Ability to commit to professional development and increasing competencies.
- Ability to maintain awareness of the impacts of colonization and residential schools and to reduce barriers for children youth and their families.
- Ability to provide expert consultative services to parents/caregivers, educators, social services workers, and other community partners.
- Ability to effectively communicate with an interdisciplinary team and to recognize and competently and confidently respond to community and family needs.
- Ability to communicate clearly on a variety of subjects in plain language both written and verbal. Ability to reach sound decisions in times of crisis.

- Ability to effectively organize, lead, and mentor others.
- Ability to work effectively in small and large groups using project management and leadership skills, program planning and implementation skills, listening and verbal communication skills, facilitation and presentation skills, negotiation skills, team building and relationship building skills.
- Ability to register with an appropriate governing body such as the Canadian Counselling & Psychotherapy Association or Canadian Art Therapy Association.
- Ability to maintain the goodwill of clients, colleagues and co-workers.
- Ability to operate word processing, excel, outlook, internet, email, and other relevant programs.

Typically, the above qualifications would be attained by:

A Master's degree in Child and Youth Care Counselling, Counselling Psychology with developmental, family, and/or child or art psychotherapy focus, Clinical Social Work or Education with a focus on therapeutic counselling.

WORKING CONDITIONS

Physical Demands

Demand	Frequency	Duration	Intensity
Sitting with a client or at a computer for extended periods.	Daily	6 hours	Moderate

Environmental Conditions

Demand	Frequency	Duration	Intensity
An office setting with good lighting and temperature control.	Daily	Ongoing	Low
Working with clients in close proximity, as well as doing home-visits with clients when required	Daily	Ongoing	Moderate
Exposure to persons with illnesses such as TB, Hep B and C, HIV/Aids and other communicable diseases due to working in close proximity.	Daily	Ongoing	Moderate
Exposure to a variety of home conditions, which may be unhygienic, noisy, and unsavory.	Weekly	Ongoing	High

The majority of mental health and addictions services are provided within an office/clinic setting (i.e. office, classroom), although counsellors will also visit clients deemed high risk and/or unable to attend in-house counselling at the hospital.

Sensory Demands

Demand	Frequency	Duration	Intensity
Focused assessment and observation activities, when assessing the status and safety of the client.	Daily	4 Hours	High
Composing case notes and program reports.	Daily	1.5 Hours	Moderate
Dealing with language barriers, poor literacy skills and physical, cognitive or mental impairments in clients.	Daily	5 Hours	High

The incumbent will spend approximately 80% of the day providing both direct and in-direct (i.e., case consultations with teachers, parents, social workers, and nurses). This requires the use of the combined senses of touch, sight, smell and hearing during assessment and provision of counselling services. This involves the use of the whole self (self is the tool in counselling) to tune into the client's message through verbal, non-verbal and other conflicting messages. The incumbent must be constantly aware of the client's physical and emotional needs (i.e., mood, hygiene) when screening and providing for mental health/addictions assessment and treatment services. This type of focused concentration is highly energy intensive and results easily in fatigue.

In dealing with clients who are working through experiences of childhood and adult trauma, it is necessary to listen to their words as well as their tone of voice, timbre of voice, and body language, as it is not unusual for 'flashbacks' and dissociation to occur, sometimes without the client being aware of it, making it necessary for the CYC to re-orient the client prior to ending the session.

In working with children, who often communicate through symbolism and metaphor, it is necessary to be attuned to the various ways children communicate their thoughts, feelings, and needs including body language, play stories, energy level, tone of voice, and other verbal and non-verbal cues.

Mental Demands

Demand	Frequency	Duration	Intensity
Dealing with clients who may be aggressive, potentially abusive, volatile, under the influence of mood altering substances or in crisis, raising questions about personal safety.	Daily	Ongoing	High
Counselling clients with complex issues and emotionally disturbing experiences and histories of trauma.	Daily	5 Hours	High
Experiencing indirect exposure to violence.	Daily	1 Hour	High
Exposure to family crisis and the temporary break-up of the family.	Daily	3 Hours	High

Dealing with the various effects of trauma.	Daily	Ongoing	High
Dealing with crisis situations where the client's safety and life may be at threat.	Daily	1 Hour	High
Dealing with agency or client demands for treatment, or placement.	Frequent	4-6 Hours	Moderate to High
Pressure from frequent deadlines, work interruptions, unpredictable or frustrating situations. There is some disruption to personal life.	Daily	Continuou s	Moderate to High

Mental stress at times is extremely high. The stress results from dealing with highly emotional situations, such as suicides, as well as from dealing with competing urgent priorities. Professionals providing mental health and addiction counselling services have been known to suffer from vicarious traumatization as a result of repeatedly hearing client's traumatic stories (i.e. sexual abuse, multiple losses, residential schools, cultural issues). Thus, CYC's require excellent self-care skills, as well as needing regular supervision and (optional) counselling services to maintain balance.

Providing these services in a small community presents unique challenges that can add additional stress on the incumbent. For instance, the incumbent may have to deal with friends, neighbors, relatives or social acquaintances who are receiving services, as well as victims and perpetrators, on a day-to-day basis outside of work (i.e. present at community functions, grocery shopping, walking, down the street). In a small community anonymity is virtually impossible and dual relationships cannot be avoided.



Although the incumbent does not work shift work and is not on call, when a traumatic event occurs within the community or to an individual the incumbent will often be called upon, outside of work hours. This may cause undue stress as the incumbent's personal time may be perceived as not their own.

In this profession there is some level of uncertainty in knowing what to expect while at work.

People in crisis can be abusive to those trying to help. As a result, there is legitimate concern about the risk of verbal or physical assault (i.e. Clients or family members under the influence of drugs or alcohol).

CERTIFICATION

Position Number:

<p>_____ Employee Signature</p> <p>_____ Printed Name</p> <p>_____ Date</p> <p>I certify that I have read and understand the responsibilities assigned to this position.</p>	<p>Director of Social Programs _____ Supervisor Title</p> <p> _____ Supervisor Signature</p> <p>Apr. 19, 2021 _____ Date</p> <p>I certify that this job description is an accurate description of the responsibilities assigned to the position.</p>
<p> _____ Director/Chief Executive Officer Signature</p> <p>April 19, 2021 _____ Date</p> <p>I approve the delegation of the responsibilities outlined herein within the context of the attached organizational structure.</p>	

The above statements are intended to describe the general nature and level of work being performed by the incumbents of this job. They are not intended to be an exhaustive list of all responsibilities and activities required of this position.

February 2021 – New
April 2021 – minor editorial change