

INTERNAL & EXTERNAL JOB POSTING

Complex Case & Crisis Intervention Counsellor

ISANS is seeking a full- time **Complex Case & Crisis Intervention Counsellor** responsible for providing complex case management, outreach and crisis intervention services to eligible client facing crisis related to the breakdown of family relations, domestic violence, legal, mental and complex health issues, financial, housing and/or any other issue that affects the stability and safety of the client or family.

Reporting to the Supervisor and the Manager, Family, Children & Specialized Settlement Services, this position will be responsible for:

Providing support, information, advocacy, referral, and accompaniment to eligible clients by:

- Establishing supportive and collaborative rapport with clients by listening and helping clients identify the crisis and focusing on resolution.
- Conducting crisis assessment and planning with individual clients, family, or groups.
- Assisting clients in identifying options and developing crisis action plans to resolve crisis.
- Assisting clients using client collaborative and trauma informed approaches.
- Assisting client in identifying existing and developing new skills and support systems.
- Providing information, orientation, and referral to internal and external resources
- Supporting clients with navigating the systems to ensure smoother access to systems.
- Advocating on behalf of and with the client and those within their network of support.
- Organizing and participating in case coordination, liaison, and service planning with ISANS Teams and/or other service providers in collaboration with the client
- Conducting short term case management and follow up based on the holistic needs of the client
- Planning and implementing community outreach activities through the development of collaborative partnerships and through presentations, education and visits to community agencies and services. This includes membership or participation in relevant committees.
- Increasing accessibility by meeting clients at location of their preference
- Liaising with various professionals including ISANS programs and teams
- Arranging interpreters and support staff as needed
- Accepting referrals from ISANS staff and service providers working with newcomers

General responsibilities:

- Providing information as required for internal/external reports and proposals.
- Reviewing and adhering to ISANS workplace policies and procedures
- Recording all relevant client information on databases in a consistent and timely manner as appropriate to the position
- Participating fully in regular staff meetings, team meetings, training, and development and ISANS events
- Performing other duties as required

The ideal candidate for this position will have the following:

Education:

- Bachelor's degree of Social Work or
- An equivalent combination of education and experience will be accepted.
- Counselling Certificate an asset

Experience:

- 2 years' experience in a similar position
- Experience working in a cross-cultural environment; experience delivering direct service to immigrants preferred.
- Experience in working with client collaborative and trauma informed approaches.
- Experience developing, implementing, and evaluating programs or projects.
- Experience delivering service face to face and/or online.

Knowledge:

- Knowledge of local activities, programs and community organizations that serve the immigrant population.

Skills:

- Strong written and verbal English communication skills
- Ability to work independently and as part of a team.
- Strong time management and organization skills
- Proficient with MS Office and Team applications
- Additional languages an asset

ISANS Core Competencies**Cultural Competency; Equity, Diversity & Inclusion**

- Embracing the value that different perspectives and cultures bring to an organization

Collaboration

- Working collaboratively with others across the organization to achieve shared objectives

Continuous Learning

- Continually seeking new knowledge and skills, as well as developing existing capabilities

Innovative Thinking

- Introducing new ways of looking at problems and developing useful ideas that are new, better, or unique

Accountability

- Holding self and others responsible and accountable to being transparent and principled in our approach and to meeting commitments

Respect

- Actively encouraging an environment of fairness, honesty and integrity for all

Terms of Employment:

- indefinite-term contract
- Full-time 35 hours per week
- Hybrid work environment: work location will be determined by operational requirements, prioritizing ISANS mission and clients to determine the right balance of in-person and virtual work.

Commencement Date: ASAP

Closing Date: Monday April 28, 2025- 4 p.m.

To apply: Please e-mail your resume and cover letter merged into one document to careers@isans.ca, stating the title of the position you are applying for in the subject line.

ISANS is dedicated to inclusiveness, equity, and accessibility. We are seeking talented individuals to join our team and welcome applications from all diverse groups. We encourage applicants to self-identify in their cover letter and request any accommodation required to support them during the recruitment process.

Only those eligible to work in Canada will be considered for this position.

**We wish to thank all applicants for their interest and effort in applying for this position.
However, only candidates selected for interviews will be contacted.**