

JOB POSTING

Job Position: Family Services Counsellor – Youth & Parenting
Department: Family Services
Status: Full-Time – 35 hours per week
Location: Mississauga & Brampton, In-person/On-site
Compensation: \$28.00 per hour plus group health and RRSP benefits

Indus Community Services is an accredited, not-for-profit community benefit organization that has served local communities for over three decades. We are a registered charity, supported by our donors and by all three levels of government. Through our professional staff, we are a leader in the provision of culturally responsive services to newcomers, families, women & seniors.

Vision: To be leaders in building strong and inclusive communities.

Mission: We are a community benefit organization focused on building resilient and healthy communities by offering person-centered, anti-oppressive programs and services.

Position Summary:

The incumbent will work as part of a multidisciplinary team providing counselling, advocacy, information and support services including mental health supports for women, youth & families in crisis situations &/or dealing with the impact of violence in their lives in a positive, culturally sensitive, constructive and supportive manner.

Responsibilities and Duties: *(but not limited to)*

- Provide crisis intervention and short-term supportive counselling, emotional and mental health supports to clients; assist clients to assess their situation, particularly with reference to their safety, provide information and assistance in naming appropriate strategies, provide information and referral to appropriate community resources.
- Conduct assessment, intake and assume case management responsibilities.
- Complete risk assessments and assist in developing safety planning for the women, youth and families.
- Input client information into database, document accurate records of abuse and maintain up-to-date records of service delivery and client case files.
- Develop individually tailored safety and transition plans, goal setting, problem solving and conflict resolution for clients at risk.
- Provide individual and group counselling and support services, including mental health support onsite and in the community.
- Identify community resources and provide support and advocacy services for employment, education, and career planning.
- Assist clients with identifying their needs, exploring options and resources, educating them on the issues of abuse and providing support to the families in order for them to make decisions and formulate plans.
- Organize and conduct case conferences for clients.
- Participate in community-based committees and collaborate with community groups to respond to our clients' needs.
- Liaise with community & network partners, agencies & groups to enhance working relationships & promote Indus' services & programs.
- Conduct surveys to determine the types of supports for women, youth and families.
- Develop new group topics, plan, coordinate and implement group programming for women, youth and families.
- Facilitate, conduct, and evaluate groups and workshops including webinars and online platforms.
- Complete all required statistical and narrative reports.
- Participate in staff and team meetings, and professional development opportunities as required.
- Perform other duties as assigned.

Qualifications and Skills:

- Bachelors of Social Work/Child Youth and Parenting Diploma and a Registered Social Worker with a minimum of three years' experience in group, individual, crisis and anti-violence counseling and advocacy for women, youth, and families.
- Demonstrated skills in case management, assessment and intervention, clinical writing, advocacy, conflict resolution techniques, mediation, mental health, anger management and non-violent crisis management.
- Proven knowledge of violence against women and children, and the social and resource systems and structures.

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- Well-developed knowledge and sensitivity of settlement, social and cultural issues and barriers experienced by women and children, especially South-Asian women, youth and families who have experienced abuse and a demonstrated capacity to develop and implement programs to effectively respond to these issues and barriers.
- Experience with employment programs; Excellent knowledge of the criminal justice system, VAW/CAS, other relevant legislations and resources/support services available to women, children in the community.
- Solid interpersonal, administrative, organizational, problem-solving, decision-making, analytical, and research skills.
- Knowledge of group dynamics and ability to facilitate group processes.
- Ability to maintain confidential records & documentation, in addition to writing objective and descriptive contact notes.
- Ability to network & liaison with internal programs and external service providers & facilitate the development of partnerships.
- Demonstrated verbal & written English communication skills and a South Asian language (Hindi, Punjabi, Tamil) is required.
- Organize and prioritize work effectively, with the ability to work independently with minimum supervision and effectively in a team setting.
- Strong attention to detail and flexible to deal with changing demands of the job.
- Computer proficiency in Windows Office Suite and the internet and experience using a database system.
- Ability to work flexible hours including evenings, weekends and to work from any one of Indus' sites.
- Valid Driver's License with reliable transportation is required.
- Successful candidates must provide a satisfactory Vulnerable Sector Check prior to commencing employment.

Interested candidates are invited to submit their application, including a complete resume of qualifications and experience, electronically to hrindus@induscs.ca by 12:00pm, July 14, 2025. Please ensure your application email has the subject heading of "Family Services Counsellor - Youth & Parenting" - (insert your name)'

This job posting is not intended to be all-inclusive. Employee may perform other related duties to meet the ongoing needs of the organization. Indus Community Services is an equal opportunity employer and is committed to establishing a qualified workforce that is reflective of the diverse populations we serve. We are committed to accommodating people with disabilities as part of our hiring process. If you have special requirements, please advise Human Resources during the recruitment process. We encourage applications from all qualified individuals; however, only those under consideration will be contacted. No phone calls please.

Posting Date: June 23RD, 2025