

Mobile Community Counsellor – CARE Program Full-Time Contract (ending December 2026)

Catholic Family Services of Peel-Dufferin (CFSP) is a dynamic, growing family service agency serving all areas of Peel and Dufferin. CFSPD is committed to providing a positive work environment for its employees and excellent services to its clients.

Position Summary

The Community Counsellor – CARE Program provides mobile counselling and support services as part of a regionally funded initiative.

The Community Counsellor serves as the first point of contact for program participants, potential clients, and community members. In this mobile role, the Counsellor conducts detailed assessments (in-person, video, or phone), offers single-session counselling, brief multi-session supportive counselling, group counselling, and provides appropriate referrals to individuals seeking access to services at CFSPD. The incumbent also prepares and maintains all required administrative records in a timely manner, and develops and sustains collaborative relationships with community partners, agency service partners, and referral sources to ensure seamless service delivery across the region.

This position reports to the Program Supervisor and will be based in the Region of Peel.

Responsibilities

Assessment and Case Management

- Conduct detailed assessment of client needs to determine individual case plans which might include offering crisis support, single sessions, short term case management, and development of a service plan including referring clients to appropriate internal and external programs.
- Conduct risk assessments and safety planning.
- Participate in weekly Walk in Clinics and offer assessment, service planning and single sessions.
- Refer clients to therapy services for individual, family and couple therapy.
- Liaise with Community organizations that have made referrals to the agency.
- Liaise and coordinate with other agencies funded under the CARE Program to make appropriate referrals.
- Respond to telephone, email, and in-person inquiries from clients, prospective clients and community partners.
- Provide telephone coverage of the intake line during business hours.
- Provide back up support for front desk coverage.

Counselling

- Provide counselling services to clients including single sessions, brief multi-session supportive counselling and group counselling.
- Collaborate with clients to set appropriate goals and service plans.
- Attend and actively participate in supervision meetings.
- Seek client feedback to determine overall effectiveness of services and bring forward recommendations to ensure optimal client outcomes.
- Liaise with collateral contacts to exchange information and/or advocate on behalf of clients.

- Manage and meet targets for client caseload and maintain direct service requirements.
- Design, implement, evaluate and facilitate or co-facilitate group programs.
- Develop and deliver workshops in the community.

Documentation and Administration

- Update agency database of client enrollment information including relevant demographic data.
- Keep careful and accurate records and maintain client case files with all relevant information and schedule client appointments.
- Collect and record client fees and monitor client accounts.
- Ensure appointment schedules are kept up to date.
- Prepare, compile, submit, and maintain accurate records, files, statistics, and additional relevant information in accordance with agency policy, and funding requirements.
- Train and support new staff, students and volunteers.

Other

- Positively and professionally represent the agency in the community by collaborating with community partners on various projects and initiatives as assigned.
- Keep abreast of best practices and professional development through literature, consultation and training.
- Participate in agency fundraising activities as deemed appropriate and necessary by agency management.
- Attend required agency activities and meetings.
- Perform other duties as assigned.

Qualifications

- Master's degree in Social Work or BSW graduates with relevant work experience.
- Registration (or eligibility for registration) with the College of Social Workers and Social Service Workers.
- Relevant work experience offering intake assessment, crisis counselling, supportive counselling and case management services.
- Knowledge of the social service sector within the Region of Peel and Dufferin is considered an asset.
- Knowledge of Ontario Works (OW) and Ontario Disability Support Program (ODSP) applications and eligibility is considered an asset.
- Experience working with clients who are on OW, ODSP and clients from socio-economically marginalized communities.
- Experience supporting clients who experience domestic violence, mental health and homelessness.
- Understanding the effects of family violence, substance use and homelessness on all family members.
- Knowledge of, and the ability to apply trauma-informed, anti-oppressive, and anti-racist practices.
- Knowledge and experience of risk management, risk assessment, safety planning, and crisis intervention techniques.
- Demonstrate positive interpersonal skills, and ability to work in a team environment with co-workers, community providers and stakeholders and clients.
- Strong organizational and time management skills, ability to work under pressure to prioritize and meet multiple deadlines.
- Strong problem-solving skills.
- Excellent verbal and written communication skills in English. Second language is an asset.



- Proficient computer skills, and experience using Microsoft Office suite.
- Working knowledge of client database management systems, and virtual service delivery.
- Detail-oriented with ability to check documents for accuracy.
- Ability to work independently.
- A satisfactory Vulnerable Sector Criminal Records check.

Working conditions

- This position requires an in-person presence and is based in office and community environment.
- The incumbent regularly interacts with both internal and external stakeholders to provide information and support and must be able to communicate accurate and clear information effectively.
- This role is a mobile position; therefore, the incumbent will be required to have access to a reliable vehicle and possess a valid driver's license.
- Regular weekly travel to CFSPD satellite offices in Peel and Dufferin, as well as to partner sites, is required.
- Evening and occasional weekend work is required.

How to apply:

If you are interested in the above opportunity, please send your resume and cover letter to humanresources@cfspd.com. The posting will remain open until filled.

CFSPD is an equal opportunity employer and is dedicated to hiring staff that reflect the diversity in our community. We will make reasonable accommodations to enable applicants with disabilities to participate in the interview process upon request to humanresources@cfspd.com

We invite candidates from diverse communities to apply. We thank all applicants for their interest in Catholic Family Services of Peel-Dufferin. We will only contact those selected for consideration.