

Job Class Profile: Addictions Counsellor II**Pay Level: CG-45 Point Band: 1136-1189**

Factor	Knowledge	Interpersonal Skills	Physical Effort	Concentration	Complexity	Accountability & Decision Making	Impact	Development and Leadership	Environmental Working Conditions	Total Points
Rating	8	6	2	5	8	6	6	5	3	
Points	373	100	13	24	240	130	124	107	32	1143

JOB SUMMARY

The Addictions Counsellor II is responsible for providing clinical leadership to professional counsellors delivering counselling services in community and healthcare settings. Work involves responsibility for ongoing assessment, planning, implementation and evaluation of treatment and prevention/promotion programs. Other responsibilities include evaluation of therapeutic approaches, coordination of referrals, development and implementation of quality initiatives, clinical consultation, facilitation, program evaluation, and strategic planning.

Key and Periodic Activities

- Provides clinical leadership to professional addictions counsellors.
- Provides professional clinical work (i.e. counselling therapy, assessments (intake, risk, bio-psycho-social), client care plans, and administers assessment tools/tests) to individuals, families, groups, and communities.
- Coordinates or participates in informal and structured clinical consultations with individuals or groups. These include team meetings, case conferences, complex case reviews, and clinical supervision.
- Performs ongoing clinical and peer supervision, reviews and, where necessary, redevelops orientation protocols specific to the program. Provides a leadership role in the orientation, training and evaluation of new employees and students to Addictions Services.
- Facilitates the development, implementation and evaluation of intervention programming by recommending policy and service delivery improvements.
- Ensures appropriate and professional case management practices are followed through assessment, intervention, evaluation, and documentation.
- Reviews, coordinates and manages the waitlist of clients and referrals to outside agencies.
- Oversees and facilitates the clinical documentation process ensuring that it follows professional standards practices.
- Facilitates or participates in delivering health promotion and prevention education sessions.
- Conducts research of current interventions, best practices, techniques and practices used to plan, implement and evaluate practices.
- Provides professional counselling services to communities in crisis situations.
- Provides consultation on some clinical cases and consults with the manager regarding complex

Key and Periodic Activities

- cases.
- Participates in staff and clinical team lead meetings where policy and procedures are reviewed, gaps in services are identified and services are planned and prioritized.
- Provides agency representation on a variety of community and internal committees, boards, and associations.
- Completes departmental reviews, manages monthly statistical workload measurement for the program, and coordinates the file audit process.
- Performs administrative functions such as reviewing travel claims, leave requests, statistics, monthly reports, time sheets, surveys, accreditation activities, and develops, updates and implements service forms.
- Travels and provides addiction counselling in-services to groups, communities, or home visits to clients and their families.

SKILL

Knowledge

General and Specific Knowledge:

- Knowledge of:
 - Addiction and related treatment, policies, procedures, and trends.
 - Mental Health, pharmacology, theories, and assessments.
 - Specialized clinical knowledge of individual, family and group therapy.
 - Counseling, crisis management (Therapeutic Crisis Intervention Training) and advocacy services.
 - Department and organizational policies and procedures.
 - Research and evidence based practice.

Formal Education and/or Certification(s):

- Minimum: Graduate degree in Social Work, Clinical Psychology or Clinical Counselling discipline.
- Registration and/or licensure with the Professional Association.

Years of Experience:

- Minimum: 4 to 5 years of experience.

Competencies:

- Tools used to screen individuals in Mental Health and addiction assessments.
- Operate computer systems
- Skills in oral and written communication
- Report writing

Interpersonal Skills

- A range of interpersonal skills are used to listen to information, in order to summarize and reflect back information, to complete assessments, to develop rapport and provide care and nurturing to clients. Other interpersonal skills are used to conduct interviews, provide expert advice or counselling, provide peer supervision that involves mentoring and supporting,

educating and teaching staff, community groups, etc. Skills are also used to give formal presentations, facilitate groups, solve conflicts with clients, peers, and outside sources, and to negotiate contracts and agreements related to intervention plans.

- Communications occur with employees in the immediate work area, department, in and outside the organization, manager, clients, students, suppliers, and government representatives. Interactions may occur on an occasional basis with professional advisors, associations, and students.
- Most significant contacts are clients, manager, and other professionals.

EFFORT

Physical Effort

- Work demands occasionally result in fatigue requiring periods of rest, but do not require strength and endurance.
- Occasionally lifts objects up to 10 lbs. such as brief cases, files, multimedia tools, boxes of material, and physically handles furniture to rearrange for group meetings.
- Occasionally conducts counselling sessions (clinical work) and is required to sit for prolonged periods where there is limited opportunity to move about. Other activities that require sitting constantly is attending meetings, completing documentation, or conducting research on the computer. Occasionally, stands to deliver presentations and drives to other sites or client's homes.
- Fine finger/precision work is required on a regular basis to operate a computer mouse, or use a pen to score assessments.

Concentration

- **Visual** concentration is required on a regular basis when interviewing clients to maintain eye contact and to document information into the computer.
- **Auditory** concentration is required to listen to clients, co-workers, and other professionals.
- Other sensory demands such as **smell** are used regularly to detect possible conditions, i.e. influence of alcohol, other substances or poor hygiene.
- Examples of activities that are repetitive but require **alertness** are entering clients' data into the computer, and completing intake assessments.
- There is often **lack of control over the pace** due to crisis incidents when unscheduled clients show up and when clients miss their scheduled appointments. There are **time pressures** due to the demand for the service and required deadlines for scheduling and documenting clients' information. There are interruptions such as responding to crisis incidents and to see clients who show up without appointments.
- **Exact results and precision** are required to document information, to screen and use assessment tools, and to access and prioritize cases.

Complexity

- Work typically involves a series of tasks and activities that are quite different, in which a broad range of skills and diversity of knowledge is required.
- Some tasks are regularly repetitive/well-defined; however, occasionally there are tasks that have no guidelines. Constantly tasks are diverse which occasionally have obvious solutions that can be addressed by following procedures, or that can be resolved in a team setting. Often

there is a need for creative problem definition and analysis. Regularly there are tasks that are highly technical, unique, and that have strategic or policy significance.

- Typical complexities include assessing and providing a plan of care for clients, providing clinical guidance to addictions counsellors with respect to complex cases, addressing ethical issues specific to organizational policies, and coordinating a variety of services for clients.
- References or support which assist in problem solving are advice from the manager, guidelines such as policies and procedures, code of ethics, Mental Health Care and Treatment Acts, Core Competencies for Canada's Substance Abuse Field, and professional training and practice.

RESPONSIBILITY

Accountability and Decision-Making

- Work performed is a clinical team lead and involves working in conjunction with the manager to deliver Addiction Counselling Services. Decisions are typically made independently with regards to the implementation and interventions of most treatment plans, referrals of clients to appropriate resources, orientation of new employees, and managing the client wait list. Work also involves making recommendations regarding policy, service delivery initiatives, and professional development opportunities for counsellors.
- Approval for financial benefits for clients, changes in schedules/work hours, media contact, development, and the use of publications, and budget request for resources is required. Consults with the manager on complex cases, some program development, and interventions related to clients needs.
- There is some degree of discretion regarding intake screening and prioritization of clients. Situations where discretion and judgment are used to interpret directions and apply guidelines are in discussion of cases, prioritizing wait lists, and the referral process including screening and assessing the clients. A high degree of discretion is used when scheduling clients, using tools for screening, and assessing and determining client safety.
- Provides advice, guidance, and recommendations to counsellors, clients, healthcare workers, and managers regarding treatment interventions, policies and procedures, and day-to-day functions of the service.

Impact

- Impact generally affects the immediate work area, department, outside the department, within and outside the organization and clients.
- The work activities can have either a negative or positive impact, i.e. if clients do not receive proper care in a timely manner it could have severe impact on their well-being; however, if clients are seen and follow the interventions that are given, it has a positive impact on their well-being.
- The work activities impact the following resources: equipment, processes and systems, information, finances, health and safety, and corporate image.
- Examples of errors that could occur when performing normal activities are improper entering of information in the Client Referral and Management System (CRMS) and improper selection of patient treatment initiatives/therapeutic approaches. Activities are moderately prescribed and controlled.
- Errors are mitigated as advice and guidance are sought from the manager on complex cases or difficult situations. Errors are identified within hours of problem identification.

Development and Leadership of Others

- Responsible for ongoing supervision for a medium size work group (5 to 10 employees).
- Provides development and leadership activities such as on the job advice/guidance, job direction, feedback, orientation, job training to new employees, input into performance appraisals, acts as a technical mentor in the area of best practices and evidence based research, delegates, coordinates and checks tasks/activities of counsellors, and organizes and coordinates the work of students.
- Performs team leader responsibility for Addiction Services and organizes and coordinates weekly assignments of counsellors, coordinates audits, the peer review process, represents the department on committees, and participates in program development. Plays a project leader role, i.e. reviews current trends, the needs in daily service, formulates, and assists in the planning and the implementation of new practices in the region.

WORKING CONDITIONS

Environmental Working Conditions

- There is no requirement to use safety equipment; however, when working around clients who potentially may be aggressive, follows safety precautions such as practices self care, team support, adheres to safety precautions identified in the working alone policy, and ensures safety checks are in place during home visits and travel.
- There is limited likelihood of receiving minor cuts or illness, fractures, and a limited likelihood of receiving occupational illnesses resulting in partial or total disability (i.e. from the emotional/psychological stress or trauma seen on the job).
- Regularly exposed to some undesirable working conditions such as glare from computer and unusual distracting noise typically from upset clients. Occasionally, there is exposure to infectious diseases (Hepatitis C, HIV, and AIDS), odors, sharp objects (needles), and physical dangers or threats from clients. Occasionally, driving to other sites is required and sometimes in adverse weather conditions.