



Job Posting – Counsellor, Case Manager

Position title	Counsellor, Case Manager (3 days a wk)
Organization	Egale Canada Human Rights Trust
Department	Egale Youth OUTreach, 290 Shuter St.
Reports to	Lucy Gallo, Program Manager
Posting type	Internal/External
Term	Part-Time
Level / Salary range	TBD
Application deadline	On-going
Start date	TBD
Apply to	Resume and cover letter to lgallo@egale.ca

Egale Canada Human Rights Trust (Egale) is Canada’s only national charity promoting human rights based on sexual orientation and gender identity through research, education and community engagement. Egale’s vision is a Canada, and ultimately a world, without homophobia, biphobia, transphobia, and all other forms of oppression, so that every person can achieve their full potential, free from hatred and bias.

Department Description

Addressing higher rates of homelessness and suicidality among lesbian, gay, bisexual, trans, queer/questioning, intersex, and Two-Spirit (LGBTQI2S) youth populations has been a key priority at Egale. Egale Youth OUTreach (EYO) Counselling Centre, which provides a range of services and support that help to stabilize crises and address the needs of youth, up to age 29 identifying as LGBTQI2S.

We are currently seeking a qualified individual to fill the position of Part-time Counsellor, Case Manager. Our service is currently staffed 10:00 am-8:00 pm Monday – Thursday, and 10:00 am-6:00 pm on Friday. Support services are available Monday-Thursday 2 pm-8 pm and Friday 2 pm-6 pm. Hours are subject to change based on program and participant needs.



Job Description

The Counsellor, Case Manager is responsible for providing same-day, appointment-based and telephone counselling and support related to a variety of issues, including homelessness, mental health issues, suicidal ideation, trauma, gender identification and sexual orientation, and coming out and/or transitioning. The Counsellor, Case Manager will complete suicide risk assessments, provide suicide prevention and intervention counselling, support participants to create safety plans, as well as providing case management and support related to such issues as accessing housing, income, legal services and other resources.

Utilizing harm reduction, strengths-based and trauma-informed approaches, the Counsellor, Case Manager works as a team with EYO staff, peer workers, students and volunteers to create and maintain a safe, respectful, welcoming and supportive space for LGBTQI2S youth. Responsibilities include: assessing participant and program needs, providing information, referrals and resources, and crisis intervention counselling and case management. The Counsellor, Case Manager will have experience working within diverse communities with people who have multiple and often intersecting experiences of oppression and marginalization.

The Counsellor, Case Manager, as needed, may also share responsibility during open program times with other EYO staff, for overseeing scheduling of appointments, ensuring a manageable service flow, and ensuring access to support workers and resources.

Roles and Responsibilities

- Using a harm reduction and trauma-informed approach, complete Intake and assessment of new participants, including ensuring program eligibility, and assessing immediate and longer-term participant needs and goals
- Provide crisis intervention counselling and support, and clinical counselling as required, including completing suicide risk assessments, and creating safety plans with participants
- Provide short-term case management and support to participants to gain and maintain housing, income and other resources



- Advocate on behalf of clients through telephone/email follow-up, accompaniment, writing support letters
- Research and connect youth to community resources and supports which recognize and can address the unique needs of youth identifying as lesbian, gay, bisexual, queer, and in particular, youth who identify as trans, genderqueer, and/or non-binary
- Support the overseeing of the Egale Youth OUTreach Living room area where participants wait for services, and monitoring the overall physical and emotional safety of the space; managing potentially escalating situations
- Actively participate in team meetings and individual/group clinical supervision
- Providing program coverage and support as needed, including tasks such as assisting with the preparation, set up and closing of snack and drinks area, and ensuring cleanup and maintenance of serving area during open program times
- Train, supervise and support volunteers and students in all aspects of their work, including working in the kitchen and drop-in areas, as well as providing crisis intervention counselling, case management support and follow-up with participants
- Assist and support EYO's group counselling, recreation and/or therapeutic programs
- Ensure confidentiality, collection of data and completion of case file documentation as required

Qualifications

- Knowledge and experience working with communities experiencing marginalization and underrepresentation, in particular LGBTQI2S, racialized communities, newcomers/immigrant populations and those living in poverty
- Master Degree in social work (MSW), psychology, or a related program and/or an equivalent combination of education/experience
- 1-2 years' experience providing counselling and support to youth related to such issues as homelessness, mental health, trauma, transitioning and/or coming out, substance use, family support, accessing legal support, housing, employment and education
- Personal identification as trans, queer or on the LGBTQI2S spectrum, lived experience within one or more equity-seeking groups and the ability to speak a second language are considered assets
- Experience working in drop-in settings, working within a peer-support framework, and/or providing Cognitive Behavioural Therapy (CBT), Dialectical Behaviour Therapy (DBT), Brief Solution-focused Therapy and/or Trauma-focused Counselling
- Demonstrated commitment to social justice, harm reduction, and anti-oppression principles, and to strengths-based, trauma-informed, participant-centred practices



- Experience assessing and prioritizing needs and knowledge of community-based resources and government agencies related to the needs of LGBTQI2S youth
- Demonstrated ability to work independently and within a team, to problem solve, and to remain flexible and able to adapt within a busy and changing environment
- Ability to manage conflict, crises and escalating situations calmly and confidently
- Excellent written and verbal communication and organizational skills

Application Process

Please submit a cover letter and resume to Lucy Gallo, Program Manager, Egale Youth OUTreach, at lgallo@egale.ca. No phone calls please.

Employment Equity and Diversity

Egale Canada Human Rights Trust is committed to ensuring that members of traditionally marginalized groups, from a broad range of communities, feel empowered to apply for positions within the organization. We encourage qualified applicants to consider work and volunteer opportunities with Egale as we recognize that a diverse work force and volunteer base are critical to accomplishing our mission. The organization is dedicated to taking proactive steps to overcome historical patterns of discrimination in our society which have created barriers of race, colour, religion, sex, national origin, age, disability, language, class, sexual orientation, and gender identity or expression for some individuals and have resulted in the denial of their full participation in society.