

**FAMILY SERVICES EMPLOYEE ASSISTANCE PROGRAMS
EFAP INTAKE CALL CENTRE COUNSELLOR
INTERNAL/EXTERNAL JOB COMPETITION NO. 14-12**

This hourly relief position reports to the Director of Clinical Services

JOB PURPOSE: The EFAP intake call centre counsellor will provide comprehensive clinical intake services to clients of Family Services Employee Assistance Programs. The EFAP Call Centre Counsellor conducts intake assessments of clients calling to request EFAP services, provides telephonic counselling support and crisis stabilization services and assists in referring clients to appropriate internal or external resources.

JOB LOCATION: 1665 West Broadway, Vancouver

HOURS/SHIFTS: Flexible hourly shifts (full or partial days, between 9 a.m. and 5:30 p.m. Monday - Friday)

KEY RESPONSIBILITY AREAS:

- Handle client requests for EFAP services made by phone.
- Conduct telephonic clinical (intake) assessments, including clinical risk evaluations, to ensure that clients are referred to the appropriate resource.
- Provide clinical case management, referral and follow-up services.
- Provide crisis stabilization and immediate telephone counseling support to clients as necessary.
- Schedule clients for face-to-face appointments with FSEAP counsellors, or refer them to clinical affiliates and/or appropriate community resources.
- Educate clients about FSEAP services, eligibility requirements, and referral processes.
- Maintain documentation of clinical cases within FSEAP's clinical database.
- Provide presentations to client organizations.
- Coordinate CISM responses, and/or facilitate CISM defusing and debriefings telephonically or in-person for client organizations.
- Assist in developing and implementing quality assurance initiatives aimed at improving the effectiveness and efficiency of FSEAP's intake department.

QUALIFICATIONS/JOB REQUIREMENTS:

Education and training: Master's degree in counseling, psychology, social work, or related field required

Professional certification: Membership in a professional registering body required

Experience: One or more years of experience in a clinical setting required

Knowledge, Skills and Abilities:

- Superior clinical skills, including significant understanding of mental health and substance abuse issues and short-term, solution-focused treatment approaches
- Superior case management skills, including knowledge of community resources and ability to assist clients to effectively access, utilize, and benefit from those resources
- Demonstrated ability to create and manage professional clinical records
- Proficiency in communication and team-building
- Ability to work well both independently and as a member of a professional team
- Ability to maintain community relationships

Pay Grade: 10, Step 1(\$24.68/hr.)

Start date: A.S.A.P.

Closing: Friday, February 10, 2012

To apply, please submit your cover letter and résumé in confidence to:

Joanne Gillespie, MA, RCC
#300 – 1665 West Broadway
Vancouver, BC V6H 1B7
Fax: 604-739-4353
Email: jgillespie@fsgv.ca

*We thank all applicants for their interest; however only those selected for interviews will be contacted.
Family Services of Greater Vancouver is an equal opportunity employer.*