#### Trent University LogoOPSEU JOB DESCRIPTION

**Job Title:** Urgent Care Counsellor

**Job Number:** A-486 | VIP: 1950

**Band:** OPSEU-10

**Department:** Counselling Centre

**Supervisor Title:** Assistant Director, Student Wellness Centre

**Last Reviewed:**  October 24, 2023

#### **Job Purpose:**

Working closely with staff from across the Student Wellness Centre, the Urgent Care Counsellor provides crisis intervention, short-term clinical and non-clinical case management, and short-term service coordination to students with complex and/or urgent mental health or wellness needs. The Urgent Care Counsellor will triage students requesting urgent support; assess students’ risk of harm and appropriately plan for safety; proactively support students to make connections with recommended wellness resources; and provide consultation to campus partners related to students of concern. In doing so, the Urgent Care Counsellor will support students toward developing improved personal and social effectiveness and enhance students’ potential for academic success. Additionally, in fulfilling the Centre’s mandate, the incumbent will foster community wellness through the provision of outreach educational programming and prevention activities geared to enhance the overall wellness of the campus learning environment.

#### Key Activities:

1. **Crisis Intervention & Support:** To triage students in distress, conduct suicide risk assessments, and plan appropriately for safety.
2. **Case Management:** To provide case management and service navigation support, including post-vention support, to students with immediate and/or complex needs.
3. **Consultation & Support:** To assist staff and/or faculty with specific questions and/or concerns about students with whom they work. For example, consultation might be sought for crisis prevention with a student known to be aggressive or disruptive, or for intervention strategies in supporting a suicidal student.
4. **Service Coordination:** Facilitate dialogue with campus and community resources, either individually or in a group setting, with the goal of advancing students’ access to mental health support. Maintains up-to-date relationships with key stakeholders in the local mental health service system. The incumbent in this role would have regular involvement in University teams for supporting students of concern.
5. **Prevention & Education:** To design, deliver, and evaluate workshops and presentations which promote a proactive and holistic approach to health & wellness (i.e. mental health education; relationships; life balance; interpersonal development; assertiveness, self-esteem).
6. **Represent** the Department on University Committees, and the University on community organizations as needed.
7. **Documentation:**To keep accurate and up-to-date records on each student interaction for ongoing continuity of care and for legal purposes should the need arise.
8. **Privacy:** To ensure compliance with the Personal Health & Information Privacy Act (2004).

#### Education Required:

* Bachelor’s Degree in Social Work, Psychology, Criminology, Nursing, or related program.

#### Experience/Qualifications Required:

* Three (3) years of direct experience and demonstrated knowledge of:
	+ Triage and management of complex situations involving mental health
	+ Effective meeting facilitation and conflict resolution skills
	+ Crisis intervention theory and approaches
	+ Skill-based coaching interventions for individuals in distress
	+ Psychoeducational groups
	+ Person-centred and anti-oppressive practices in the helping professions
	+ Unique issues facing university students and the university-aged population
	+ Ethics and standards of professional practice.
* Member or eligibility for membership to a relevant professional association (i.e.: OCSWSSW, CRPO) is considered an asset.
* Experience with students in a university or educational environment, with an emphasis on case management

#### Supervision:

* No formal supervision of others is required.

**Job Evaluation Factors:**

Managers are requested to fill out the section below for job evaluation purposes.

##### Analytical Reasoning

*Required to make complex assessments of students’ mental health. Uses theoretical and technical frameworks (e.g. DSM-V diagnostic criteria, behaviourism) to assess students’ concerns and suggest interventions based on current evidence and research. Must consider changing information presented by students, being alert to information not readily presented.*

*Performing assessments to determine the safety risk a student may pose to themselves or others, differentiating between risk potential and imminent risk to self or others.*

##### Decision Making

*When supporting students experiencing an escalated mental health crisis, make informed decisions in order to ensure students’ safety. This includes developing safety and wellness plans.*

##### Impact

*The incumbent is responsible for the secure handling and appropriate documentation of personal health information. The Urgent Care Counsellor may be called upon to disclose select personal health information to third parties in the event of student emergencies involving imminent risks to safety.*

*In taking a coordinating role, the incumbent has a direct impact on students’ awareness and access to necessary supports at the institution. This indirectly impacts on student retention.*

*The incumbent provides direct case management support to students whose mental health or behavioural concerns may likely impact the well-being and functioning of other students and on-campus departments.*

*Working with already vulnerable clients who are reluctant to seek support, satisfaction of service may impact reputation of the Student Wellness Centre on other students.*

##### Responsibility for the Work of Others

*Indirect Responsibility*

*Peer Supervision*

##### Communication

##### *Requires a high level of tact, courtesy, and strategic communication to discuss and support students with complex concerns (i.e. suicide ideation, mental health, severe trauma, loss, survivors of sexual violence).*

##### *Must ensure a clear and accurate exchange of information in order to make informed assessments and provide appropriate support. This includes working with clients who may not be able to verbally communicate clearly.*

##### *Must deploy requisite communication skills to establish collaborative therapeutic relationships with students while establishing clear and ethical boundaries.*

##### *Must facilitate collaborative dialogue with multiple stakeholders in high-pressure situations involving students’ mental health.*

##### *Provide recommendations and referrals that may be sensitive in nature.*

##### *Must be able to communicate cross-culturally.*

##### *Internal:*

##### *- Counsel students experiencing emotional distress*

##### *- Consultation and training to faculty and staff*

##### *- Liaise with other University services*

##### *External:*

##### *- Community mental health, wellness, and cultural organizations and agencies*

##### *- Family members*

##### Motor/ Sensory Skills

*- Fine motor - Keyboarding*

*- Visual - Interpret/assess emotional state of students as expressed through visual cues*

*- Auditory - To interpret/assess emotional state of students as expressed through auditory cues*

##### Effort

*Mental:*

*- Sustained attentions - Counselling requires a focus on the client to pay attention to both verbal and nonverbal communication*

*- Sustained concentration - Remain attentive and congruent with clients emotional state*

*- Sustained composure and professionalism*

*Physical:*

*- Sitting - Counselling for 1 hour per student; keyboarding (i.e.: client documentation and communication)*

##### Working Conditions

*Psychological:*

*- Stress - Some students are facing psychological or emotional crisis and need professional advice, support and/or referral to other health agencies. Incumbent has no control over occurrence and dealing with a crisis situation can be very stressful.*

*- Repeat exposure to psychological stress over time leads to a heightened risk of burnout and related health and wellness concerns.*

*- Fear - Some students can present as unstable, angry and confrontational.*

*- Vicarious trauma (VT)/secondary traumatic stress (STS) – exposed to difficult or disturbing images and stories secondhand.*