



# Brampton Multicultural Community Centre

## YOUTH CRISIS COUNSELLOR

### EXTERNAL POSTING

**Position Type:** Full time – **Working Hours:** 35 per week - **Location:** Peel Region

**Brampton Multicultural Community Centre (BMC)** is a charity established in 1987 that provides settlement and social services to newcomers, immigrants and the larger community in the Peel Region. Our mandate and core business is to enable less advantaged individuals, families and groups in the community to reach their full potential, enhance their life skills, and create a better future. BMC has a variety of specialized programs that cater to specific demographics and focus on providing different services such as (Settlement, Mental Health, Youth Development, Employment, and Seniors Support) making BMC a one-stop-shop for needed services. The Youth Crisis Counsellor will be primarily responsible for the delivery of mental health supports, crisis intervention to youth (18 and under) experiencing school, emotional, and/or behavioural challenges.

### RESPONSIBILITIES

- Provide goal-focused counselling for youth (18 and under) and their families who are struggling with mental health issues.
- Provide assessment, referral and crisis counselling support services to immigrant/newcomer youth in the office or off-site locations such as PDSB schools and Brampton libraries.
- Provide support to clients to help reduce the need for more intensive and intrusive intervention, help reduce the severity of mental health problems or symptoms, and strengthen coping and resilience.
- Manages cases: follows up by telephone; makes appropriate referrals; researches and coordinates external services such as child protection and youth justice.
- Plan, develop and deliver life skills sessions to youth on different topics such as exiting gangs, personal awareness, problem solving, healthy relationships, anger and conflict management, finding and keeping a job, self-esteem, healthy living, job readiness etc.
- Design and develop marketing outreach strategies to create awareness of program and provide itinerant services at other locations.
- Assist youth to prioritize their crisis needs and facilitates referrals to the closest and most appropriate community services
- Program planning, development, monitoring, case management, evaluation and documentation
- Coordinate/present information sessions/workshops to youth and families
- Liaise and network with other service providers and attend meetings if and when required
- Assisting in the operation of agency's programs & services including information updating, compiling monthly statistics, activity and outcome report submitted on a monthly, quarterly and yearly
- Evaluate the outcome of the program and the ability to do in-depth analysis
- Any other duties related to the settlement services and this position
- Reports to the Executive Director and his/her designate.

## **QUALIFICATIONS/SKILLS**

- University degree in social work, psychology, criminal justice or related field
- Must have at least two years of experience working with children and families that have experienced trauma, violence or mental health issues
- Possess knowledge of trauma-focused cognitive behavioral therapy
- Must be able to demonstrate sound judgement and ability to build rapport
- Strong communication skills in and out of the therapeutic environment
- Ability to utilize verbal de-escalation techniques to effectively provide crisis intervention
- Demonstrated skills in case management, assessment and intervention, advocacy
- Ability to multitask while maintaining high level of accuracy in data collection
- Excellent interpersonal, organizational, communication, presentation and facilitation skills
- Ability to work with diverse people and communities with awareness to socio-economic and cultural barriers
- Capability to handle multiple priorities with ease and professionalism; able to work in a fast-paced environment with minimal supervision
- Fluent in English and ability to speak, read and write second language is a definite asset.
- Strong communication (oral and written), and computer skills (Word, Excel, PowerPoint, Outlook), Social Media (Facebook, Twitter, LinkedIn etc.) and Web based databases (CTIMS)
- Adaptive to flexible working hours including evenings and weekends as needed
- Police Record Check for Vulnerable Sector is required as part of the hiring process
- Must have own transposition, driver license and insurance to use your vehicle for job related travelling

**Please submit your resume along with a cover letter in ONE document (PDF, Word or Rich Text Format) referencing**

### **BMC-JC-0238-Youth Crisis Counsellor to:**

Human Resources Department  
Brampton Multicultural Community Centre  
197 County Court Blvd, Suite 303  
Brampton, ON L6W 4P6  
Fax: 905-874-6100  
Email: [hr@bmccentre.org](mailto:hr@bmccentre.org)

*BMC is an equal opportunity employer that promotes the principles of diversity and equity, and adheres to the tenets of the Ontario Human Rights Code and the Accessibility for Ontarians with Disabilities Act. Accommodations are available upon request; all requests must be made to the HR department in advance.*

*(WE THANK YOU FOR APPLYING. ONLY CANDIDATES SELECTED FOR AN INTERVIEW WILL BE CONTACTED)*