



EMPLOYMENT OPPORTUNITY

Support Counsellor Level II – Shakotisnien:nens

KSCS is seeking a highly skilled & experienced individual to provide outreach support and counselling services to individuals, families, youth and the elderly within the community.

Under the supervision of the Clinical Supervisor, Secondary Prevention, the Support Counsellor operates as part of a multi-disciplinary team and is responsible to provide appropriate support and counselling services to the clients of Kahnawà:ke Shakotia'takehnhas Community Services.

Required Education & Experience:

- Must be an active member of the Professional Order of Social Workers or the Acquired Rights List with one (1) year of related work experience.
- Good knowledge and understanding of the issues facing the community.
- Must possess a valid driver's license and have access to a vehicle.

Status: One (1) Indefinite full-time position, with a 6-month probationary period.

Salary: Starting at \$37.06/hour.

Schedule: 35 hrs/week; must be willing to work flexible hours as necessary.

If you believe you possess all the requirements listed in the full job description for this position, and you wish to pursue a rewarding career with excellent benefits at KSCS, please forward your complete application to:

KSCS Human Resources at humanresources@kscskahnawake.ca. You must include a resume, letter of intent, along with your completed application form and required documents as specified within the application form. Full job descriptions are available at www.kscs.ca. Call 450-632-8464 for more info.

Deadline to apply is: Friday February 27, 2026, at 4:00 pm.

GENERAL INFORMATION

Code:	FLS11
Job Title:	Support Counsellor – Shakotisnien:nens Level II
Department:	Family Services, Support Services
Date of Revision:	May 29, 2019
Job Reports To:	Clinical Supervisor, Secondary Prevention

JOB DESCRIPTION SUMMARY

Under the supervision of the Clinical Supervisor, Secondary Prevention, the Support Counsellor operates as part of a multi-disciplinary team and is responsible to provide appropriate support and counselling services to the clients of Kahnawà:ke Shakotii'a'takehnhas Community Services.

With general management supervision, independently applies learned skills and knowledge associated with the job family to complete diverse, moderately complex assignments within defined policy and according to objectives.

Conducts screening, assessments, and provides services options including referrals to internal/external programs. Develops service plans and addresses issues to achieve short- and long-term goals of the individual.

Decisions are based on significant analysis & interpretation within policy. Modifies methods, techniques & procedures to achieve results. Has full autonomy to deliver predefined accountabilities. Technical output is trusted as accurate & sound.

CORE RESPONSIBILITIES AND DUTIES

Core Responsibilities	Duties
Provides counselling services to clients	<ul style="list-style-type: none"> ➤ Conducts detailed, comprehensive family assessments, family genealogy, family background screenings and service plans. ➤ Provides short- and long-term supportive counselling to individuals, families, youth and elderly, within potentially chronic, multi-problem families. ➤ Performs intensive, non-violent crisis interventions as needed for assigned cases, covering cases and emergency situations. ➤ Provides supportive counselling to single parents, parents and couples having difficulty. ➤ Intervenes and assists in crisis situations. ➤ Works with extended families in individual or group settings to provide/share information, discuss issues that impact on clients/families. ➤ Provides counselling to clients, as required (youth, couples, parents, groups, children, etc.). ➤ Brings innovative, creative, holistic and cultural approaches to service delivery by integrating traditional and conventional approaches to service delivery (presents information on various methods to clients – individual or group). ➤ Ensures outreach to family systems of clients. ➤ Develops service plans with client and Team Leader/Clinical Supervisor. ➤ Provides services in various locations (home of client, Longhouse, etc.). ➤ Assists clients with appointments (medical, psychological, legal, social assistance etc) and court dates, when deemed appropriate. ➤ Promotes and provides information to Tsi Niionkwarihotens (Our Ways).

<p>Designs and arranges for service plans based on the assessments</p>	<ul style="list-style-type: none"> ➤ Provides coverage to peer Case Workers during his/her absence for vacations, wellness or other periods. ➤ Performs the role of S5 Roster Worker on a daily rotational basis to provide emergency assistance for at-risk situations, which may involve providing coverage for Intake Services. ➤ Identifies and prioritizes issues to be addressed based on individual client needs. ➤ Formulates immediate and long-term goals. ➤ Develops and implements services within the Support Service programs or identifies resources which provide these services. ➤ Evaluates internal and external services in relation to best practices and appropriateness for continued use.
<p>Performs screening and assessments for children, adolescents, adults, elderly, and couples and ensures follow-up</p>	<ul style="list-style-type: none"> ➤ Conducts initial screening of individual clients, including the application of standard screening tools. ➤ Develops service plans based with clients and Clinical Supervisor ➤ Referral for clients to appropriate services as needed.
<p>Intervenes in crisis situations</p>	<ul style="list-style-type: none"> ➤ Assists families in resolving conflict. ➤ Identifies the crisis which threatens to compromise or destroy the rehabilitation efforts, when they arise. ➤ Attempts to mitigate or resolve the immediate problem(s) and develops safety plans with the client. ➤ Uses negative or crisis events to enhance the treatment efforts. ➤ Acts as a roster worker to provide response during crisis situations involving addictions. ➤ Acts as a mediator, if required, within family situations when conflict resolutions will be attempted. ➤ Makes appropriate referrals to allow families the opportunity to resolve his/her conflicts.
<p>Acts as the Case Manager when assigned</p>	<ul style="list-style-type: none"> ➤ Manages the coordination of overall case duties when required for multi-disciplinary services. ➤ In collaboration with support personnel, participate and specific case meetings, such as Placement and Review Meetings, Case Conferences and Case Reviews with assigned case team. ➤ Ensures effective follow up and reporting to all assigned case team members. ➤ Ensures proper referrals, internal or external requests, assessments, briefings and updates are given to all team members assigned to the case.
<p>Develops effective partner relationships</p>	<ul style="list-style-type: none"> ➤ Establishes contacts, and works in conjunction with schools, hospitals, Peacekeepers, Social Development Unit, clergy, shelters and group homes and any other resources as may be necessary for the best interests of the assigned families. ➤ Makes necessary referrals to services within/outside the community as appropriate to client's needs. ➤ Attends and participates in collaboration meetings established by KSCS management and other organizations. ➤ Includes partner organizations in team briefings, case conferences, information sharing and joint planning as it may be appropriate and for the best interests of the case.

<p>Perform administrative responsibilities</p>	<ul style="list-style-type: none"> ➤ Utilizes the Case Management Recording System on a regular basis for all assigned cases. ➤ Records all required information of all assigned cases in Case Management Recording System in a timely manner, such as case contacts, client information, assessments, service plans, documents, reports, resources, and any other information pertinent to a case. ➤ Reviews the entries from team members within his/her assigned cases. ➤ Assists clients and/or submits necessary documents on behalf of his/her clients for administrative purposes, such as registration forms, birth certificates, passports, Medicare documents. ➤ Maintains accurate records of time sheets, expenses, travel claims, caseload summaries, and schedules; submits these records to the immediate Supervisor in a timely manner. ➤ Provides for Third Party Administration for clients as required. ➤ Delivers training, information sessions and presentations to various stakeholders, partners and staff.
<p>Assists in promotion of and planning for the Secondary Prevention Team</p>	<ul style="list-style-type: none"> ➤ Writes articles and promotion campaigns for Prevention activities ➤ Assists in development of initiatives, proposals and budgets. ➤ Participates in other meetings as needed (inter-organizational committees). ➤ Provides facilitation and planning of therapeutic, support or skill building groups. ➤ Provides information relevant to services and trends regarding talk shows, articles, etc. ➤ Collaborates and helps design service plans in a team setting for individuals of all ages, couples, families and groups. ➤ Participates in team meetings in Secondary Prevention. ➤ Participates in other meetings (inter-organizational committees), as required. ➤ Participates in training and other KSCS activities. ➤ Participates in supervision sessions with the Team Leader/Clinical Supervisor. ➤ Assists in screenings, assessments, briefs, reports, case notes, evaluations and caseload summaries. ➤ Assists in developing services and special projects for Secondary Prevention Services and KSCS. ➤ Assists in carrying out awareness activities for the service, whenever required and/or possible.
<p>Networks with other professionals</p>	<ul style="list-style-type: none"> ➤ Consults with appropriate resources to ensure the provision of effective treatment services. ➤ Participates on committees, teams, or work groups at the local, regional and national levels. ➤ Participates in knowledge exchange activities with other organizations in order to ensure quality service delivery. ➤ Maintains regular communication with the community and other related organizations regarding quality service delivery. ➤ Develops and maintains a resource network to meet the needs of the community members (internal and external).
<p>Performs any other job-related duties as may be required by the immediate Supervisor.</p>	

ENVIRONMENTAL FACTORS

Team Work:	➤ Commonly requires a level of collaboration and cooperation to get the work or projects complete.
Advising:	➤ Frequently provides information that must be understood and explained.
Training:	➤ Commonly provides training to stakeholders or clients.

ENVIRONMENTAL FACTORS	
Types of Schedule:	➤ Regular work week, occasional flex.
Stress Factor:	➤ High stress.
Deadlines:	➤ Some tight deadlines (unplanned).

ACCOUNTABILITY	
<ul style="list-style-type: none"> ➤ To provide services in a manner consistent with the terms and conditions of the employment agreement, the personnel policies, standard operating procedures, directives, the vision, mission and philosophy of KSCS. ➤ To provide professional, trustworthy and tactful support, counselling, crisis intervention and On Call Services to individuals, families, youth and the elderly of the Kahnawà:ke community. ➤ To deal with the clients, other service providers and the court system in a respectful and diplomatic manner and with empathy and cultural sensitivity. ➤ To maintain positive relationships and work constructively with all community agencies, organizations and individuals dealing with youth protection. ➤ To demonstrate a positive role model in the community. ➤ To ensure cases are accurately recorded, in a timely manner, and are working with a multi-disciplinary team. ➤ To submit well-researched and documented reports. ➤ To administer all necessary paperwork including case records, case summaries, court reports, time and expense sheets with accuracy and in a timely fashion. ➤ To maintain confidentiality practices. 	

QUALIFICATIONS	
Education and Experience required	➤ Must be an active member of the Professional Order of Social Workers or the Acquired Rights List with one (1) year of related work experience.
Skills and Requirements	<ul style="list-style-type: none"> ➤ Experience and working knowledge conducting assessments, evaluations and completing Integrated Service Plans. ➤ Knowledge in maintaining a clinical file. ➤ Knowledge and experience in leading a case conference. ➤ Ability to handle conflict situations. ➤ Strong organizational, office skills, time management skills with ability to meet deadlines. ➤ Ability to multitask and excellent decision-making skills. ➤ Good knowledge and understanding of the issues facing the community and its present and future needs. ➤ Good knowledge of computer programs (MS Word, Excel etc). ➤ Valid drivers' license and access to a vehicle. ➤ Ability to continuously travel locally and outside of the community. ➤ Ability to deal with moderate to high stress. ➤ Ability to work flexible hours, evenings and/or weekends to meet the needs of the client. ➤ Lifestyle must reflect that of a positive role model.

Assets	<ul style="list-style-type: none">➤ Knowledge of Kanien'keha.➤ Knowledge of French.
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Immediate Supervisor

Incumbent

Date