



VOLUNTEER POSTING



ISNA Canada is a not-for-profit community organization and registered charity that has served Canadian Muslim communities for over 40 years. We provide a significant range of integral support programs and services and provide responsible leadership to foster healthy spiritual and community development.

In response to the increasing needs of the Muslim community, Compass was created as a community information and resource centre that provides access to services in a culturally sensitive and respectful environment. We provide information on resources such as newcomer support, child and youth services, mental health services and senior support services.

We are seeking motivated and hardworking volunteers to take on the role of **Supportive Counselor**.

VOLUNTEER DESCRIPTION

Position Title: Supportive Counselor	Location: ISNA Canada Head Office 2200 South Sheridan Way, Mississauga, ON L5J 2M4
<p>Position Overview: The Supportive Counselor conducts assessments on the needs of the client/family, provides appropriate information and referrals, and provides supportive counseling when required.</p> <p>A team of 4-5 volunteer supportive counselors will rotate shifts. These sessions can be done through appointments or on a drop in basis – in person or over the phone. Team will report to and be supervised by Counseling Lead.</p>	
<p>Responsibilities and Duties <i>(but not limited to):</i></p> <ul style="list-style-type: none"> - This position requires knowledge and understanding of how to serve persons and families affected by emotional, mental and social issues. This requires knowledge of community agencies and resources and ability to relate to the client, family, and these resources to provide the most accurate and appropriate services. - Counselors will conduct an assessments on the needs of the client/family, provide appropriate information and referrals, and to provide supportive counseling when required - Counselors will keep a timely and updated record of all clients serviced through the database provided by ISNA Compass. - Supportive Counselors will attend mandatory meetings once a month (or more as required) with the team and lead to discuss any issues, needs or debrief difficult cases if needed - Counselors will be scheduled 1-3 times a week, to deliver either over the phone or in person supportive counseling services. <p><u>Other responsibilities:</u></p> <ul style="list-style-type: none"> - Become familiar with agency programs, services, practices and staff - Adhere to the mission, guiding principles and values of the organization - Maintain confidentiality of clients, staff and peers - Represent ISNA Canada in a professional manner at all times 	

Qualifications and Skills:

- Supportive Counselors will have a bachelor's degree in human services, social work, other health-related field – or a combination of experience of a minimum of 5 years.
- Counselors will be required to provide a valid Police Reference Check and three references.
- Second language proficiency in (but not limited to) Urdu, Punjabi or Arabic.
- Ability to relate to clients with a variety of age, gender, economic, educational and professional backgrounds.
- Ability to apply and integrate theory, knowledge, Islamic values and practices of social work and/or counseling profession.
- Ability to engage in problem solving process.
- Demonstrated skills in the use of personal computer to record client data, written documentation of client assessment and interventions, correspondence or reports.
- Ability to apply risk management and problem-solving techniques to clinical/workplace situations.
- Ability to engage and de-escalate clients in a professional and effective manner.
- Ability to effectively work as a member of a team.
- Demonstrates broad knowledge of and ability to access community resources on behalf of clients.
- Ability to adhere to ISNA Canada and Compass policies, procedures and other expectations.
- Requires a minimum volunteer commitment of 3 months and availability of at least one regularly scheduled supportive counseling shift a week.

How to Apply:

Email resume and cover letter to compass@isnacanada.com. Please include “**Compass Supportive Counselor**” in the subject line.