

# **RESOURCE COUNSELLING PROGRAM**

## **Purpose**

Supportive counselling and advocacy are available to families and individuals who are experiencing difficulties. Resource Counsellors provide information and access to community resources, help to identify options as well as, validation of the client's experiences. The Counselors provide assistance with a variety of issues related to poverty, employment, family violence, health concerns and legal problems.

## **Qualifications**

- Post Secondary Education
- Experience working with people.
- Clear Police Criminal Reference Certificate
- Successful completion of a training program

## **Time Commitment**

- Attend Training Course
- Monthly Meeting
- 3 hour weekly shift

## **Skills**

- Excellent problem solving skills
- Knowledge of the resources in the community
- Good communication and listening skills
- Good interpersonal skills
- Dependable
- Empathy and understanding

## **Duties**

- Access clients' eligibility for Neighbour to Neighbour services
- Listen to clients concerns and needs
- Link clients with appropriate community services and support systems
- Record notes on counselling sessions when required
- Keep monthly statistics
- Network with other agencies to keep informed of available community services
- Work one-to-one with clients who need support
- Attend Professional Development Workshops and seminars