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## Youth & Family Counsellor - Conflict Resolution

Temporary

Step 1

Campbell River, BC, CA

Yesterday

Requisition ID: 1007

### Salary Range:

\$40.03 To \$50.59 Hourly

This position includes a comprehensive 100% employer-paid benefit package, enrolment in our defined benefit pension plan (Municipal Pension Plan), and three weeks of paid vacation.

Please note this is a temporary position, covering a leave of absence that is estimated to last for up to June 26, 2026.

Applicants must be authorized to work in Canada and at our organization on an ongoing basis.

The John Howard Society of North Island is an employment equity employer.

This position is open to applicants of all genders.

This position requires union membership and the completion of two criminal record checks.

All union JJEP/Paraprofessional positions are subject to wage grid levels. Positions begin at Step 1 and are increased to Steps 2 through 4 based on number of hours worked.

## Job Description

*Job Title:* Youth and Family Counsellor –Conflict Resolution

*Work site:* Campbell River

*Program:* Youth and Family Conflict Resolution

*Benchmark:* Family Counsellor

*Grid Level:* Grid 14, Paraprofessional

*Reports To:* Program Manager, Campbell River

## Summary

The Youth and Family Counsellor – Conflict Resolution assists youth and their parents/guardians to resolve conflicts and build healthy family relationships. The program employs short term mediation, individual/family counselling, and psycho-education to

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promote and develop healthy relationships and problem solving in the family. A primary focus is preventing family breakdowns and reuniting families when the youth is out of the home.

## Key Duties and Responsibilities

To be successful in the position the Youth and Family Counsellor – Conflict Resolution must be able to consistently perform each essential duty satisfactorily. Other duties may be assigned.

Works with youth, their parent/guardian, and others when appropriate, to assess suitability for the service, assess needs and resources, and develop a plan/strategy for addressing interpersonal conflicts, family issues and related concerns.

Engages youth and families in conflict resolution and problem solving.

Engages youth and families in skill building and education on topics that may include social and life skills, self-control, self-awareness, self-care, parenting skills, transition to independence, developmental norms, health, and substance use.

Provides information/education, skill building, counselling, and support for parents in the area of parenting approaches and skills.

Takes responsibility for case management activities including: documentation and information management, liaison with the referral source and other agencies, involving family members and others when appropriate, in case planning and attending integrated case meetings.

Refers youth and families to other community services and resources as necessary. Ensures a connection is made to the new service. Follows up on and supports referrals when necessary.

Collects data for reporting on program outcomes and statistics.

Provides crisis intervention and support for youth and their families when required.

Plans, co-ordinates, leads/co-leads, and evaluates groups for youth and/or caregivers.

Represents the agency in the community when required. Maintains healthy relationships with other organizations and the community at large.

Offers support to and consults with co-workers as part of a team providing integrated, holistic services to youth and families.

Completes reports and attends meetings as required by The John Howard Society of North Island and the Ministry for Children and Families.

Advocates for families served within the larger community.

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## Qualifications

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The requirements listed below detail the knowledge, skills, and/or abilities required to perform the essential duties of the position.

## Education and Experience

A bachelor's degree in social work or another human services field from an accredited institution.

Some driving is required to attend meetings, pick up youth, or meet with clients in the community. The Youth and Family Counsellor – Conflict Resolution must have a valid driver's licence and access to safe, reliable transportation, and must obtain appropriate insurance as per Society policy.

Two years' post-degree experience in family and children's services.

Training and experience should include:

Experience working with youth and families in a conflict resolution, counselling, or other helping capacity.

Demonstrated ability to use individual and family counselling techniques and approaches.

Knowledge of, and experience with, mediation and conflict resolution techniques and approaches.

Knowledge of, and experience with, parent education, coaching and support.

Experience planning and leading educations, support, or counselling groups.

Knowledge of, and experience in, maintaining confidentiality, appropriate boundaries, and other basic counselling ethics.

Knowledge of, and experience working with, hard to engage or resistant youth and families.

Knowledge of child development, and individual and family functioning.

Understanding of trauma and its impact on youth and families.

Demonstrated ability to work constructively and cooperatively in a team setting.

Excellent communication and interpersonal skills.

Knowledge of, and experience with, involving families, community, and other systems in planning with youth.

Knowledge of, and experience with, keeping client records.

Knowledge of, and experience with, referral, screening, and case conferencing practices.

Knowledge of community resources for youth and families.

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# Other Skills and Abilities

The Youth and Family Counsellor – Conflict Resolution must:

Demonstrate a level of cultural sensitivity and understanding of the client population's cultural and socio-economic characteristics.

Have the ability to form a mutually respectful partnership with person's served and their families in which they are helped to gain skills and confidence to address any issues and problems they face.

Have the ability to accept the differences they will find amount their clients.

Accept clients' rights to self-determination and individuality, and must not discriminate on the basis of Indigenous identity, race, colour, ancestry, place of origin, political belief, religion, socio-economic status, marital status, family status, physical or mental disability, sex, sexual orientation, gender identity or expression, or age.

Have a positive conviction about the capacity of people to grow and change.

Have the ability to work respectfully in partnership with other team members, including referring authorities.

Recognize the value of a nurturing family as the ideal environment for a person.

Have the ability to recognize persons with special needs, and adjust the way service is provided or make referrals as appropriate.

Have the ability to set limits and maintain the helping role of the practitioner, and to intervene appropriately to meet the needs of the persons served or other family members.

Have basic computer and Internet skills.

# Other Job Requirements

The Youth and Family Counsellor – Conflict Resolution must be able to work flexible hours to accommodate client needs, groups, meetings, and crises.

The Youth and Family Counsellor – Conflict Resolution must understand the values of family-centred services, and must have a commitment to young people's safety and family stability.

The Youth and Family Counsellor – Conflict Resolution should be open to employing an outreach approach. This could include taking part in physical or outdoor activities.

Two completed, acceptable criminal record checks, one from the Criminal Records Review Program through the Ministry of Public Safety and Solicitor General and one from the Canadian Criminal Record Search of the RCMP National Repository of Criminal Records, the Canadian Police Information Centre, and the Police Information Portal.

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The Youth and Family Counsellor – Conflict Resolution will follow the Code of Ethics and the Mission Statement of The John Howard Society of North Island. S/he will also abide by the relevant rules and regulations set out by the Ministry for Children and Families.

## Diversity

The John Howard Society of North Island welcomes applications from all qualified applicants including but not limited by those of any gender, race, orientation, or disability. Multilingual skills and multicultural competence are assets

Monday - Friday  
30 Hours/Week

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