



Walk-in Clinical Counselling Volunteer

Program Summary

Family Service Toronto provides free walk-in counselling for those in need of immediate and timely single session counselling. This service is provided on a first-come first-served basis. Sessions are offered at 128A Sterling Road on Wednesday afternoons and early evenings. This service is for individuals, couples or families who live or work in the City of Toronto.

Position Summary

We are seeking volunteers to provide single-session counselling support services to individuals, families, and couples who live in the City of Toronto, through the Walk-In Counselling service. The Walk-In operates on a co-counselling model and team members are often paired together to provide service. Applicants are required to have successfully completed a recognized Master's level clinical training program and be registered with a regulated profession that includes the qualification to practice psychotherapy.

Core Responsibilities

- Provide counselling and information and referral services based on a single session model
- Assist clients in identifying/clarifying issues, problem-solving, goal-setting, and developing positive coping strategies
- Work collaboratively with the Walk-In service team and the Counselling Services Program
- Problem solve with and provide support to colleagues to provide high quality services
- Timely completion of all paperwork and case recordings required for the Walk-In service (usually same day)
- Communicate accurate information about the Walk-In service to the community
- Assist other Walk-In volunteers in their work with the Walk-In service

Qualifications

- Successful completion of a recognized Master's level clinical training program (e.g. MSW, Counselling Psychology, M.Ed. with Counselling Psychology as a focus)
- Registration with a regulated profession that includes the qualification to practice psychotherapy
- Foreign credentials and relevant experience will be considered
- Excellent oral and written communication skills in English
- Strong clinical knowledge and skills in at least one of the following: brief counselling, narrative therapy, solution-focused counselling/coaching, CBT, Mindfulness; Gestalt; other practice-based clinical interventions
- Knowledge of crisis intervention, safety planning, and suicide and risk assessments
- Experience working with families/couples and individuals in a brief counselling capacity



- Ability to work with marginalized persons from a client-centred, empowering, and strengths-based approach
- Ability to maintain boundaries with clients and provide time-limited counselling services
- Work well independently with minimal supervision
- Good knowledge of community resources in the City of Toronto
- Ability to independently complete clinical case notes within a given shift
- Demonstrated commitment to equity, inclusion and cultural competence

Time Commitment

- Wednesday evenings, from 3:00 to 8:30 p.m.
- We require a six-month commitment of at least two 5 1/2 hour shifts per month

Training

- An orientation to Family Service Toronto will be provided by the Coordinator, Volunteer Resources
- Training for the volunteer position will be provided by the Walk-In Clinical Leads

Benefits

- Personal satisfaction received in assisting people in need of immediate or urgent counselling
- Opportunity to gain clinical experience in single-session counselling
- Opportunity to develop knowledge of community resources and clinical resource materials
- Clinical experience with diverse clients and issues
- Opportunity to develop clinical skills and knowledge through collaborating with team of mental health professionals
- Access to training and networking opportunities within Family Service Toronto
- References may be provided upon successful completion of the volunteer commitment

FST conducts Vulnerable Sector Checks for successful applicants for this position.

Volunteers must provide confirmation of all applicable professional registration, certification and/or licensing, at the time of placement.

To apply for this position please use this [Volunteer Counsellor Application Form](#).

FST is committed to a policy of equity and inclusion. In accordance with the Ontario Human Rights Code, Accessibility for Ontarians with Disabilities Act, 2005 and FST's Access and Equity policy, accommodation will be provided in all parts of the recruitment process. Applicants need to make their needs known in advance.

We thank all applicants and will contact the individuals selected for an interview