



**FAMILY SERVICE TORONTO**  
For People. For Change.

# Walk-in Clinical Counselling Volunteer

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## Program Summary

Family Service Toronto (FST) 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 355 Church Street on Thursday afternoons and evenings. This service is for individuals, couples or families who are 18+ and live or work in Toronto. The Walk-In is anticipated to reopen April 2024.

## Position Summary

We are seeking volunteers to provide single-session counselling services to individuals, families, and couples who are 18+ and live in 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.

## Core Responsibilities

- Provide clinical counselling based on a single session model
- Assess client needs, collaboratively identify therapeutic goals, apply appropriate therapeutic interventions and plan next steps within a 50-minute counselling session
- Work collaboratively with the Walk-In Service team and the Counselling Services Program
- Same-day completion of all documentation required for the Walk-In Service
- 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 or BSW combined with relevant experience. Foreign credentials are valued.
- Registration with the College of Registered Psychotherapists of Ontario (CRPO), the Ontario College of Social Workers and Social Service Workers (OCSWSSW) or the College of Psychologists of Ontario (CPO) is required
- Excellent oral and written communication skills in English
- Strong clinical knowledge and skills in a recognized psychotherapeutic modality such as brief, narrative, solution-focused, CBT, Mindfulness or Gestalt therapies
- Knowledge of crisis intervention, safety planning, and suicide and risk assessments
- Current experience working with individuals and/or families and/or couples in a clinical 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 Toronto
- Ability to independently complete clinical case notes within a given shift
- Demonstrated commitment to equity, diversity, inclusion and cultural competence



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## Time Commitment

- A minimum of two 5 ½-hour shifts per month, afternoon and early evening appointments
- Thursdays
- Six-month commitment is required
- The Walk-In is anticipated to reopen in April 2024. Recruitment will be ongoing.

## Location

- 355 Church Street

## 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 supervised clinical service hours 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 a team of mental health professionals
- Access to training and networking opportunities within FST
- References may be provided upon successful completion of the minimum 6-month volunteer commitment
- Documentation of hours for professional registration and/or certification purposes upon 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 FST's [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