



File Number: 6004-8-70

EMPLOYMENT OPPORTUNITY

Competition #: HQO-18-068

Open to: This Category II position is open to all interested parties.

Family Information Line Counsellor

Non-Public Funds

Military Family Services

Headquarters - Ottawa

Casual Position

A pool of candidates is being established.

Who We Are:

CFMWS is committed to enhancing the morale and welfare of the military community, ultimately contributing to the operational readiness and effectiveness of the Canadian Armed Forces (CAF). We pride ourselves on being part of the Defence Team. For more information on who we are, please visit us at www.cfmws.com.

Job Summary:

Under the direction of the Family Information Line Coordinator, the Family Information Line Counsellor plans, organizes, and coordinates the operations and delivery of the Family Information Line (FIL). She/he ensures the operation of the interactive voice response system and associated equipment. The Family Information Line Counsellor oversees the interactive voice response recordings. She/he ensures database, media reviews, and briefings are up-to-date and available. She/he responds to clients' requests for operational information.

Qualifications:

Bachelor's degree in Social Work, Sociology or a related field AND some years of experience in social services or in a related field

OR

College diploma or certificate in Social Work, Sociology or a related field AND several years of experience in social services or in a related field

Language requirement: Bilingual Essential

Second Official Language Proficiency (English or French Essential)	
<i>Reading Comprehension</i>	3
<i>Written expression</i>	2
<i>Oral interaction</i>	3

Level: N/A(No proficiency), 1(Basic), 2(Functional), 3(Advanced), 4(Professional)

Experience Requirements:

- In researching, planning, organizing, and coordinating operations and delivery of information and counselling services
- In applying policies, procedures, and regulations

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- In supportive counselling
- In crisis intervention
- In critical incident stress debrief procedures
- In coordinating projects
- In using various communication systems
- In facilitating and monitoring social media sites
- In planning and conducting presentations
- In preparing reports
- In building working rapport
- In virtual programming
- In the mental health industry, an asset

Benefits Available:

Competitive Benefits including Defined Benefit Pension Plan & Savings plans (TFSA, RRSPs), Educational Assistance, Fitness facility, CANEX Privileges.

Salary: \$58,790 – \$69,200 per annum

Relocation: Relocation benefits will not be provided

Conditions of Employment:

- This position is operating on a 24/7 schedule. The incumbent will be required to be available during daytime hours, evening hours and weekend shifts.
- This position requires the incumbent to be available to cover absences and vacancies.
- This position may require some travel.

Security: Reliability Status

NPF employees must demonstrate the following shared competencies: client service, organizational knowledge, communication, innovation, teamwork and leadership.

Employment Equity: NPF is strongly committed to building a skilled and diverse workforce reflective of Canadian society. Therefore we promote employment equity and encourage candidates to voluntarily self-identify on their application if they are members of a designated group (i.e. a woman, an Aboriginal person, a person with a disability or a visible minority).

Start Date: 3 July 2018

Posting Date: 1 June 2018

Application Submission: Submit resume to NPF HR Office quoting competition # HQO-18-068. Email: recruiting@cfmws.com or online: www.cfmws.com.

We thank all applicants in advance for their interest in this position, however, only those selected for an interview will be contacted.