

## Unpaid Intern Client Care Counsellor

[Apply Now](#)

Company: LifeWorks

Location: Burlington

Category: other-general

TELUS Health and LifeWorks have recently come together to leverage the power of technology and our caring cultures to further progress our shared goal of building a healthier and friendlier future for all. As a global-leading health and well-being provider – encompassing physical, mental and financial health – TELUS Health is improving health outcomes for consumers, patients, healthcare professionals, employers and employees. A Client Care Counsellor manage clients facing urgent or crisis situations requiring immediate attention via telephone or chat modalities. Taking care of our clients' means evaluating needs, assessing risks, crisis containment, assisting in single sessions and providing necessary resources to resolve challenges.

Responsibilities:

- Provides immediate telephone crisis counseling/interventions to employees and family members of customer organizations;
- Provides immediate management consultation to key employees within customer organizations;
- Provides immediate information and support to the caller requesting a trauma or other workplace intervention;
- Respond to warm transfers of clients who request to speak to a Counselor upon their initial call for services;
- Identify the present problem and determine appropriate service response level as per case response level standards;
- Assess client's needs and provide telephone counseling when the client is not prepared to

accept a referral, or book an appointment with a Counselor;

- Provide consultation to callers who are requesting an Assisted Referral for an employee for an EAP assessment.

Succeeding as a Client Care Counsellor Intern will require the following core qualifications and skills:

- Completing a Clinical Master's Degree in either Social Work, Sexology, Clinical Counseling, Clinical Psychology or another clinical field of study;
- Strong Computer skills and mastering current software and applications (such as Microsoft Office);
- Strong risk assessment skills with regards to Child Welfare/Safety concerns, Suicide/Self-Harm, Substance Abuse etc.; Good clinical judgement and understanding of your responsibilities regarding confidentiality;
- Strong work ethic and professionalism; Abilities to work over the phone and through chats;
- Ability to adapt to both the ever changing client and organizational needs;
- Ability to work in a fast-paced environment and to multi-task when needed;
- Strong empathy and listening skills;
- Flexibility to work shifts, weekend's evenings etc. as per business needs.

TELUS Health is an Equal Opportunity Employer. It is our policy to hire without regard to race, color, creed, religion, national origin, citizenship status, sex, marital status, age, disability, sexual orientation or veteran status.

Where permitted by law, company employees must be fully immunized to access a TELUS Health office or customer premises.

Persons with disabilities who need accommodation in the application process or those needing job postings in an alternative format may e-mail a request to .

By applying to this role, you understand and agree that your information will be shared with the TELUS Group of Companies' Talent Acquisition team(s) and/or any leader(s) who will be part of the selection process.

[Apply Now](#)

## Cross References and Citations:

1. Unpaid Intern Client Care Counsellor [Seasonaljobs](#) [Jobs Burlington](#) [Seasonaljobs](#) ↗
2. Unpaid Intern Client Care Counsellor [Searchcanadajobs](#) [Jobs Burlington](#) [Searchcanadajobs](#) ↗
3. Unpaid Intern Client Care Counsellor [Laboratoryjobs](#) [Jobs Burlington](#) [Laboratoryjobs](#) ↗
4. Unpaid Intern Client Care Counsellor [Phoenixjobs](#) [Jobs Burlington](#) [Phoenixjobs](#) ↗
5. Unpaid Intern Client Care Counsellor [Findengineeringjobs](#) [Jobs Burlington](#) [Findengineeringjobs](#) ↗
6. Unpaid Intern Client Care Counsellor [Propertyjobs](#) [Jobs Burlington](#) [Propertyjobs](#) ↗
7. Unpaid Intern Client Care Counsellor [Findjobshiringnearme](#) [Jobs Burlington](#) [Findjobshiringnearme](#) ↗
8. Unpaid Intern Client Care Counsellor [Newyorkcareerhub](#) [Jobs Burlington](#) [Newyorkcareerhub](#) ↗
9. Unpaid Intern Client Care Counsellor [Mexicojobs](#) [Jobs Burlington](#) [Mexicojobs](#) ↗
10. Unpaid Intern Client Care Counsellor [Trademethejobs](#) [Jobs Burlington](#) [Trademethejobs](#) ↗
11. Unpaid Intern Client Care Counsellor [Berlinjobsearch](#) [Jobs Burlington](#) [Berlinjobsearch](#) ↗
12. Unpaid Intern Client Care Counsellor [Ukrainejobs](#) [Jobs Burlington](#) [Ukrainejobs](#) ↗
13. Unpaid Intern Client Care Counsellor [Educareer](#) [Jobs Burlington](#) [Educareer](#) ↗
14. Unpaid Intern Client Care Counsellor [Supplychainjobs](#) [Jobs Burlington](#) [Supplychainjobs](#) ↗
15. Unpaid Intern Client Care Counsellor [Taiwanjobs](#) [Jobs Burlington](#) [Taiwanjobs](#) ↗
16. Unpaid Intern Client Care Counsellor [Sustainabilityjobs](#) [Jobs Burlington](#) [Sustainabilityjobs](#) ↗
17. Unpaid Intern Client Care Counsellor [Lahorejobs](#) [Jobs Burlington](#) [Lahorejobs](#) ↗
18. Unpaid Intern Client Care Counsellor [Medicalassistantjobs](#) [Jobs Burlington](#) [Medicalassistantjobs](#) ↗
19. Unpaid intern client care counsellor [Jobs Burlington](#) ↗
20. AMP Version of Unpaid intern client care counsellor ↗
21. Unpaid intern client care counsellor [Burlington Jobs](#) ↗
22. Unpaid intern client care counsellor [Jobs Burlington](#) ↗
23. Unpaid intern client care counsellor [Job Search](#) ↗

24. Unpaid intern client care counsellor Search ↗

25. Unpaid intern client care counsellor Find Jobs ↗

Source: <https://us.expertini.com/jobs/job/unpaid-intern-client-care-counsellor-burlington-lifeworks-00a9ec9717/>

Generated on: 2024-05-02 by Expertini.Com