

Social Worker/Clinical Counselor (1 year term)

ABOUT PAIN BC

Pain BC is an internationally-regarded charitable organization working towards a future where no one is alone with pain. We enhance the well-being of people who live with pain through empowerment, care, education and innovation. Our roots are in BC, where we offer a range of programs with and for people who live with pain, run education programs for health professionals and where we work with partners to improve health and social systems. In addition to our BC operations, we are the creator and “backbone” of Pain Canada, a national action network comprised of diverse partners working collaboratively on the implementation of the Action Plan for Pain in Canada; through Pain Canada, we are scaling programs and impact from coast to coast to coast.

ABOUT THE ROLE

The Social Worker/Clinical Counselor is accountable to the Director of Support Services for the continuous improvement and delivery of all services pertaining to Pain BC’s Support Services portfolio (Pain Support Line, Coaching for Health, Making Sense of Pain, and Wellness Support Groups).

The primary purpose for Social Worker/Clinical Counselor role is to ensure that the programs are delivered in a safe, consultative, trauma-informed, and evidence-based manner. This involves supporting clients on the Pain Support Line, delivering the Making Sense of Pain group self-management program and supporting volunteers and clients in our Coaching for Health and Pain Support and Wellness Groups programs. This exciting and dynamic role contributes to the evolution of the Support Services portfolio and Pain BC’s role in transforming the way pain is understood and treated.

KEY RESULT AREAS

- **Program Delivery** – is responsible for the day-to-day operation of the support services portfolio, receiving client referrals, responding to clients, delivering self-management programs, pairing coaches with clients, providing support to coaches and clients.
- **Program Design** – works with the guidance of the Support Services Director to drive continuous improvement in all Support Services programs impact, cost, scope, and quality of service.
- **Volunteer Support** – responds to ad-hoc requests from volunteer coaches. Runs individual and group debrief sessions to provide clinical guidance to coaches and share best practices. Educates coaches by organizing additional training opportunities and by managing the delivery of the annual coach training. Oversees the quality of coach notes and addresses any gaps in coach skills.

- **Client Support** – responds to referrals from clients. Provides 1-1 coaching sessions to clients. Provides telephone and email support on the pain support line working with a team of social workers and volunteers.
- **Program Quality and Engagement** – ensures high quality of program delivery including client support, case documentation, process documentation, risk mitigation and continuous improvement across all Support Services programs. Conducts group video educational sessions regarding popular Coaching for Health questions or topics. Works with colleagues to increase the reach of the program.
- **Practicum Student Coordination** - provides a positive experience across the span of student practica, from training, ongoing clinical and coaching support, through evaluation and departure.
- **Relationship Management** – fosters and maintains relationships with internal and external stakeholders and partners including community and health care organizations.

KEY RELATIONSHIPS

- Reports to the Director of Support Services, who manages all Support Services programs
- Is supported by the Coordinator, Support Services
- Collaborates with Program Leads across Support Services
- Collaborates with other Pain BC team members on initiatives to enhance support services programs (promotion, practicum students and volunteer training etc.)
- Continually nurtures relationships with external stakeholders

WORK ENVIRONMENT

Where work is completed: virtual work from a home office; outside of the lower mainland will be considered.

Work hours: This position supports the Pain Support Line text service, which operates Monday–Thursday from 1:00 PM to 8:00 PM (PST). Work hours are scheduled to align with the service’s availability:

- **Monday–Thursday:** 12:45 PM – 8:15 PM (PST)
- **Friday:** Flexible - 9:00 AM – 4:30 PM (PST) preferred

The work environment is:

- Dynamic
- Accountable
- Collaborative
- Flexible
- Driven
- Inclusive

POSITION REQUIREMENTS

EDUCATION

- A university degree from an accredited educational institution in Social Work or Counselling. Registration from the BC College of Social Work or BC Association of Clinical Counsellors is required.

EXPERIENCE

- Minimum 4 years' experience in Social Work, Counselling, Psychology, or related discipline
- Minimum 2 years' experience supervising volunteers
- Experience in remote service delivery required

KEY SKILLS, KNOWLEDGE AND ABILITIES

- Social Work clinical skills and experience including crisis counselling, group work, brief therapeutic interventions, and helping clients manage loss and grief
- Comprehensive knowledge and understanding of emotional and mental health issues related to illness, injury, as well as cultural dynamics
- Ability to use initiative and exercise judgement as required
- Ability to work independently on complex matters
- Knowledge of community resources, such as social, health and welfare programs, legislation, and policies
- Demonstrated ability to assess a client's situation, needs, and risk on the biological, psychological, social, and spiritual dimensions
- Understand the frameworks used by various healthcare disciplines including a trauma informed approach to care
- Relationship management
- Quality & continuous improvement
- Problem solving & decision making
- Communication skills (across various stakeholder groups)
- Foreign language capacity an asset

WORK BEHAVIOURS

- Cultivates positive working relationships (internally and externally) based on shared goals.
- Ensures excellence in development and implementation of programs and initiatives.
- Demonstrates an adaptive approach, assessing and responding to emerging realities.
- Encourages teamwork and collaboration.
- Demonstrates empathy and responsiveness to internal and external stakeholders.

- Promotes a safe and healthy work environment.

SALARY, HOURS AND LOCATION OF WORK

This is a full-time, work-from-home position (37.5 hours a week) and includes a competitive benefits package including four weeks of paid vacation, health and dental coverage with a flexible health spending account, a remote-work stipend and an employer-provided RRSP match.

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SALARY:

Starting salary: \$71,765.25 annually

Salary Range: Step 1 – Start \$71,765.25 to Step 8 - \$82,435.72

New hires must start their salary at \$71,765.25 annually according to the BCGEU Collective Agreement.

JOB CLASSIFICATION: Social Worker/Clinical Counsellor

DEPARTMENT: Support Services

POSTING END DATE: September 26, 2025

JOB TYPE: Full Time 1.0 FTE

Pain BC is committed to the principles and practices of an inclusive and equitable employer. We encourage applicants from communities which are structurally marginalized based on race, religion, nationality, sex, age, disability, sexual orientation, gender identity and/or expression. Lived experience with chronic health conditions and equity-seeking communities is considered an asset to this role.