

Jennifer K. James

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EDUCATION

Masters of Arts in Counselling Psychology, Yorkville University; May 2020-Present
(Distance Education Student)

Bachelor of Arts, Carleton University, Ottawa, ON, Sociology, Credits in Social Work and Psychology (1989)

Level Two Advanced Certificate, Neuro-behavioural Interventions, Ontario Brain Injury Association and Brock University, Training Programs for Home and Community Based Rehabilitation Workers (June 1996)

Level One Certificate, Program in Home and Community Based Rehabilitation, Brock University and Ontario Brain Injury Association (November 1998)

CBT Level 1: Fundamentals of Cognitive Behaviour Therapy, Faculty of Social Work, Wilfrid Laurier University (October/November 2016)

CBT Level 2: Fundamentals of Cognitive Behaviour Therapy, Faculty of Social Work, Wilfrid Laurier University (March/May 2018)

PROFESSIONAL EXPERIENCE

Case Manager/Rehabilitation Consultant

October 2016 to Present

Abilities Rehabilitation Services, 248 First Street, Unit 2, Midland, Ontario, L4R 0A8

- Develop and Co-ordinate goal-direct rehabilitation plans for individuals of all ages who have sustained traumatic injuries resulting in a cognitive, physical, behavioural and/or psychosocial problem;
- Facilitate referrals for assessment and intervention to clarify and address specific rehabilitation needs;
- Implement plans aimed at quality of life and reintegration into work, home, school, and the community;
- Review plans and liaise with the injured individuals, families, caregivers, health care professionals, workplace/school personnel, insurance adjusters, lawyers, and referral sources as needed;
- Provide reports to communicate functional status, employment/education status, rehabilitation needs and associated costs, and outcomes;
- Negotiate funding to implement necessary plans, as needed;
- Assist other rehabilitation counsellors with resource research and other client related tasks;
- Complete correspondence to facilitate the rehabilitation process;
- Assist with costing/research to be included in long term needs and costs analysis and rehabilitation reports.

Population Served

Support for individuals who have sustained brain and spinal cord injuries, chronic pain, soft tissue and complex orthopaedic injuries and mental health disorders.

Case Manager/Vocational Counsellor

August 2012 to September 2016

Rehabilitation Management Inc., 207 – 350 Queens Quay West, Toronto, Ontario, M5V 3A7

- Develop and co-ordinate goal directed rehabilitation plans for individuals of all ages who have sustained traumatic injuries resulting in cognitive, physical, behavioural and/or psychosocial problems;
- Facilitate referrals for assessment and intervention to clarify and address specific rehabilitation needs;
- Implement plans aimed at quality of life and reintegration into work, home, school, and the community;
- Review plans and liaise with the injured individuals, families, caregivers, health care professionals, workplace/school personnel, insurance adjusters, lawyers, and referral sources as needed;
- Research and facilitate client needs associated with educational and vocational needs; facilitate training programs, work trials, job coaching, and graduated return to work plans;
- Provide reports to communicate functional status, employment/education status, rehabilitation needs and associated costs, and outcomes;
- Negotiate funding to implement necessary plans as needed;
- Assist other rehabilitation counsellors with resource research and other client related tasks;
- Complete correspondence to facilitate the rehabilitation process;
- Assist with costing/research to be included in long term needs and costs analysis and rehabilitation reports.

Population Served

Support for individuals who have sustained brain and spinal cord injuries, chronic pain, soft tissue and complex orthopaedic injuries, mental health disorders.

Case worker

April 2012 to July 2012

County of Simcoe (Ontario Works), 136 Bayfield Street, Barrie, Ontario, L4M 3B1

- Completed verification interviews for applicants of the Ontario Works program; verified all personal, assets, income, accommodation and additional needs information to determine eligibility for assistance; documented all information through notes and SDMT computer programming system;
- Processed all additional forms, including requests for benefits, employment documentation, EIB, medical reports, support claims and intent to rent information; issuing of monies associated with these requests; returned all telephone calls and written requests in a timely fashion.

Employment Consultant

October 2008 to March 2012

Career Centre (SCDSB), 320 Bayfield Street, Barrie, Ontario, L4M 3C1 (Continuing Education Department)

- Effectively marketed and represented the Career Centre services as an Employment Ontario Service Provider, for job seekers and employers, via presentations to small groups including potential employers business representatives, teachers, and community partners; participated in networking events; cold calls; maintained ongoing personal contact with a variety of business and industry representative; negotiated job placement/training opportunities; wage incentives; maintenance of data base; oral and written communication for follow up and future reference; collected labour market information for participants including job openings and entry and skill requirements;
- Assisted participants in assessing their job skills, career options and educational requirements to meet goals; instructed job seeking, application procedures, resume writing, interview preparation, job retention skills, attitudes, and assist participants in preparing job search portfolios, provides job search/career information workshops, monitored participant's activity and job retention; associated with second career applications as required;
- Utilized time management techniques to organize and prioritize work, worked independently and met timelines, co-ordinated a variety of projects simultaneously, utilized interpersonal skills to work co-operatively and effectively with individuals and groups when interacting with students and adults from different cultural and socioeconomic backgrounds, provided instruction and made presentations on resume preparation, job seeking, job retention and interview skills, read, interpreted and applied rules and procedures; proficient with MS Word, Excel, Power Point, Internet, and Smart Board.

Educational Assistant/Supply Support

March 2007 to October 2008

Simcoe County district School board, 1170 Highway 26 West, Midhurst, Ontario, L0L 1X0

- Provided individual instruction and supported a learning environment within a school setting as directed by, and under the supervision of the teacher and or resource person; monitored and reported on student's activities as required; maintained confidentiality of information;
- Ensure awareness of any special needs information pertaining to assigned student(s); assist in the preparation of material when necessary to implement programs for students with special needs.

Vocational Counsellor/Maternity Leave

July 2006 to May 2007

The Career Connection, 80 Bradford Street, Suite 233, Barrie, Ontario, L4N 6S7

- Provision of employment support, in conjunction with the Ontario Disability Supports Program for individuals with disabilities and mental health illnesses; negotiate employment opportunities and supports needed to secure and maintain employment;
- Career counselling including employment planning and preparation, functional assessments, labour market research, resume development, interview skills and recommendations; assist with self-employment options.

Rehabilitation Counsellor

May 1995 to November 2004

Rehabilitation Management Inc., 404 – 250 Dundas Street West, Toronto, Ontario, M5t 2Z5

- Developed and co-ordinated goal-directed rehabilitation plans for individuals of all ages who have sustained traumatic injuries resulting in cognitive, physical, behavioural, and/or psychosocial problems;
- Assessed the needs of individuals through a structured interview process and analysis of information; included review of records as available including medical, educational, employment, and psychological reports/records; facilitated referrals for assessment and intervention to clarify and address specific rehabilitation needs and complete all related correspondence;
- Developed and co-ordinated the implementation of plans aimed at improved quality of life and reintegration into work, home, school, and the community; liaised with the injured individual, family, caregivers, health care professionals, workplace/school personnel, insurance adjuster, lawyer, and referral sources; researched and facilitated client needs associated with educational and vocational needs; facilitated training programs, work trials, job coaching, and graduated return to work plans;
- Provided educators with insight into the unique needs of students who have sustained a traumatic injury and assisted in the development of educational plans; assisted with report provision to communicate functional status, employment/education status, rehabilitation needs and outcomes.

Rehabilitation Training Instructor/Job Support Worker

July 1989 to May 1985

Barrie and District Association for People with Special Needs (Simcoe Community Services), 39 Fraser Court, Barrie, Ontario

- Designed appropriate individual development plans with, and for, clients to meet the goals and objectives within the individual support plan; communicated with the consumers, family members, or residential services regarding participation and performance including team meetings and case conferences as necessary;
- Participated in physiotherapy, speech therapy and occupational therapy consultations as needed assisting with implementation of recommendations within the day program environment;
- Assisted with consumers' daily needs including ongoing personal care and participation in activities of daily living; provided clients with job readiness training and developed employment opportunities through job search strategies.

CONTINUING EDUCATION AND PROFESSIONAL DEVELOPMENT

- Industry Provided internal training seminars regarding rehabilitation, function and quality of life, ethics and practice guidelines, industry developments;
- Introduction to Cultural Competency with Kelly Brownbill; Barrie Area Native Advisory Circle and Indigenous Health Circle (January 25-26, 2022)
- The Grief Summit: Grief Counseling and Treatment in a Pandemic of Loss: PESI, Non-Profit Organization (April 29-30, 2021)
- Maamwesying North Shore Community Health Services: Creating Moccasin Tracks (February 8-12, 2021)
- Acceptance and Commitment Therapy: The Model, the Application, the Practice, Laurier University (March 2020);
- Foundations of Trauma, Laurier University (September 2018)
- Emergency First Aid with CPR, Barrie, Ontario (October 2018);
- Mental Health First Aid Certificate, MHFAC (March 2017)
- French, Level 2, Georgian College, Barrie, Ontario (September 2013);
- "Paediatric ABI – What if Nothing Appears Wrong? What to expect Throughout Childhood and Adolescent Development: Richmond Hill, Ontario (October 2012);
- Employment Retention Strategies, Career Centre, Barrie, Ontario (May 2011);
- Workplace Hazardous Materials Information System, County of Simcoe, (April 2012);
- Counselling Techniques, Career Centre, Barrie (January 2012);
- Non-violent Crisis Intervention, BDAPSN, SCDSB, county of Simcoe (1989, 1993, 2007, 2012).

VOLUNTEER AND COMMUNITY GROUPS

- Big Brothers and Big Sisters of Barrie and Muskoka, Curl 4 Kids' Sake Committee, August 2008 to April 2016;
- Big Brothers and Big Sisters of Barrie and Muskoka, Promotion of Charitable Giving/Community Education; BNI Spirit Catchers Group Representative (Volunteer) (September 2012 to April 2016)