

PAUL PARNASS, M.S.W. R.S.W.

EMPLOYMENT

2006-present Counsellor/Owner, Parnass Counselling Services, Toronto

- Established private counselling practice specializing in e-counselling and telecounselling
- Designed and developed website, myecounsellor.com
- Provide counselling services via in-person, telephone and online to a diverse group of clientele on a variety of issues including stress, anxiety, depression, relationship, career, work, addictions.
- Instructor in the Cybercounselling Program offered jointly with WorldWide TherapyOnline and the Faculty of Social Work at the University of Toronto.

2001-2006 Regional Clinical Manager, WarrenShepell, Toronto

- Managed a team of Employee Assistance counsellors for one of Canada's premier EAP providers
- Hired, trained, and supervised counsellors on an ongoing basis
- Implemented policies and procedures to meet quality assurance standards in order to provide excellent customer service
- Consulted to managers regarding performance, attendance and mental health issues, enabling them to deal more effectively with staffing concerns

2003-2006 E-Counsellor, WarrenShepell, Toronto

- Provided E-Counselling services to clients located throughout Canada
- Areas of expertise include marital and relationship issues, addictions, stress and anxiety, and work-related concerns
- Counselling clients using a variety of counselling strategies and techniques
- Consistently received positive feedback and evaluations from clients

**2000-2001 Manager, Tele-Counselling and Clinical Services
WarrenShepell, Toronto**

- Developed and implemented a highly successful tele-counselling program within the call centre of this company
- Hired staff and developed a training program to ensure consistency in the delivery of counselling services
- Monitored clinical service delivery levels to ensure that costs were contained and within budget targets

1996-2000 EFAP Counsellor, Family Service Association, Toronto

- Utilized a range of therapeutic interventions to provide individual, couple and family therapy to corporate and public sector clients
- Delivered responsive and effective trauma debriefings to various organizational clients

1990-1996 EAP Consultant, The Bank of Montreal, Toronto

1988-1990 Counsellor, Consultant, WarrenShepell, Toronto

1987-1988 Social Worker, The Queen Elizabeth Hospital, Toronto

1985-1987 Clinician, The George Hull Center for Families and Children, Toronto

EDUCATION

- M.S.W. University of Toronto 1978
- B.A. McGill University 1975

PROFESSIONAL ASSOCIATIONS

- Member, Ontario College of Social Worker and Social Service Workers
- Member, Ontario Association of Social Workers
- Member, International Society for Mental Health Online
- Mentor, Faculty of Social Work, University of Toronto

PROFESSIONAL PRESENTATIONS

- Online Counselling-Presentations presented to Family Service Associations across Ontario- 2009
- Guest lecturer Factor-Inwentash Faculty of Social Work, University of Toronto “Cybercounselling in Social Work Practice” February 2009
- “Online Counselling: Breaking Down Barriers ‘Just A Click Away’ Social Work National Conference May 2008, Toronto
- “Developing E-Counselling Programs: Issues and Experiences”, EASNA April 2008, Vancouver

PUBLICATIONS

Murphy, L.J., Parnass, P., Mitchell, D.L., & Hallett, R.H. (in press). Client satisfaction and outcome comparisons of online and face-to-face counselling methods. *British Journal of Social Work*.

PROFESSIONAL DEVELOPMENT

- 2008 College of Social Workers-Annual Education Day- June 2008
- 2008 “Human Rights in a Diverse Community ‘-Social Work National Conference, June 2008
- 2008 EASNA-20th Institute-April 2008, Vancouver
- 2007 Homewood Employee Health-“Claiming What Works Best-Confronting Challenges to Effect Time-Sensitive Conversations”
- 2007 Husitas Conference-Human Services Information Technology Applications
- 2006 Caught in the Net: Assessment of and Recovery from Internet Addiction
Dr. Kimberly Young
- 2006 EASNA 18th Annual Institute: Pushing the Boundaries of Workplace Health and Productivity: Challenges and Opportunities
- 2006 Cybercounselling Online, Level 2, Presented by Therapy Online in association with the Faculty of Social Work, The University of Toronto
- 2005 Cybercounselling Online, Level 1, Presented by Therapy Online in association with the Faculty of Social Work, The University of Toronto
- 2005 “12 Step Programs”, Bellwoods Health Services
- 2005 E-Counselling, Advanced Skills Workshop, WarrenShepell
- 2003 Rewriting Love Stories: Brief Therapy with Couples, Bill O’Hanlon
- 2003 Problem Gambling, Center for Addiction and Mental Health

REFERENCES AVAILABLE UPON REQUEST