

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

### **EMPLOYMENT**

#### **2012-present Clinical Manager Online and Telephonic Counselling, Homewood Health**

- Provide management, clinical supervision and consultation to a national network of e-counsellors and tele-counsellors.
- Provide input to senior management around business strategies, service development and strategic planning.
- Ensure that all clinical practices for online and telephonic services meet organizational and accreditation standards.

#### **2009- 2012 Clinical Manager, Homewood Health**

- Provide management, clinical supervision and consultation to a regional team of clinicians.
- Coordinate telephone counselling services and provide leadership and consultation to a national group of tele-counsellors.
- Monitor cost expenditures, and ensure that EAP counselling practices adhere to the standards set out by COA.
- Provide direct counselling services to EAP clients
- Consult to managers regarding performance, attendance and mental health issues, enabling them to deal more effectively with staffing concerns

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

- Established a private counselling practice specializing in e-counselling and tele-counselling
- Designed and developed website-www. 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.
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#### **2001-2006 Regional Clinical Manager, WarrenShepell, Toronto**

- Managed a team of Employee Assistance counsellors
- 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

- As Manager of the Tele-Counselling and Clinical Services, developed and implemented a highly successful tele-counselling program within the call centre of this company.
- Monitored clinical service delivery levels to ensure that costs were contained and within budget targets.

**1996-2000            EFAP Counsellor, Family Service Association, Toronto**

**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**

- Cybercounselling: An Introduction To Practice Issues and Techniques: Ordre Professionnel des travailleurs sociaux du Quebec June 2009
- Critical Elements for Effective Cybercounselling: International Conference On The Use of The Internet In Mental Health May 2009
- 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., O'Quinn, S. (2010). The emerging field of cybercounselling: Personal and professional reflections. *Intervention*, 132, 84-93
- Murphy, L.J., Parnass, P., Mitchell, D.L., & Hallett, R.H. (2009). Client satisfaction and outcome comparisons of online and face-to-face counselling methods. *British Journal of Social Work*.

## **PROFESSIONAL DEVELOPMENT**

- 2014 Helping the Anxious Client Reid Wilson
- 2013 Mindfulness Integrated CBT Bruno Cayoun
- 2012 Emotionally Focused Therapy Sue Johnson
- 2011 The New Rules of Marriage Terry Real
- 2010 Innovations in Narrative Therapy Jim Duvall
- 2009 International Conference On The Use of The Internet In Mental Health, Montreal Quebec
- 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-20<sup>th</sup> 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 18<sup>th</sup> 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**