



CANADIAN MENTAL HEALTH ASSOCIATION
SIMCOE COUNTY BRANCH
INTERNAL/EXTERNAL JOB POSTING

POSTING # 25-06 IE	POSTING DATE: April 22/2025	CLOSING DATE: May 6/2025
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CLASSIFICATION:
Community Support Worker (CSW Level 1, Youth Court Diversion and Court Support) – Human Services Justice System – 1 Part-Time (0.6 FTE), Permanent – Orillia, ON
The Canadian Mental Health Association, Simcoe County Branch seeks a Community Support Worker (Youth Court Diversion/Court Support), who, in accordance with the agency’s policies, standards, and guidelines, is responsible for providing court support & diversion to transitional aged youth in conflict with the law. This includes: direct service & referrals (at Youth Justice Court and in the community ages 12-17), agency liaising & connecting, outreach, individualized assessments & planning, coordination, monitoring, evaluation, and advocacy. The Community Support Worker is required to attend the Youth courts within Simcoe County.

REQUIRED QUALIFICATIONS:

- Minimum five (5) years education and experience in the human services field.
- Must be/have one of the following:
 - Human Service Worker
 - Social Service Worker
 - Addictions Diploma or,
 - A University degree in a human services related field, preferably Social Work.
- Experience in mental health and/or addictions (community-based setting preferred).
- Must have access to a vehicle, a valid Ontario driver’s license, and adequate automobile insurance.
- Fluency in French or another second language would be an asset.
- Legally entitled to work in Canada.

REQUIRED SKILLS AND KNOWLEDGE:
As per job description.

SALARY SCALE: CSW Level 1: \$27.15 - \$30.30 *per hour	HOURS OF WORK: <ul style="list-style-type: none">• 21 hours per week.• Able to work within a flexible framework to respond to client needs.• The Community Support Worker is required to attend the Youth courts within Simcoe County.
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SUBMIT COVER LETTER AND RESUME TO:
Human Resources
hr@cmhastarttalking.ca
Please submit in a single document

APPROVED BY:

Danielle Greenwood
Manager, Human Resources

April 22, 2025

Date

CMHA Simcoe County Branch is an equal opportunity employer committed to fostering a healthy and positive work environment. In accordance with the Accessibility for Ontarians with Disabilities Act, 2005 and the Ontario Human Rights Code, 1990 CMHA Simcoe County Branch will provide accommodations throughout the recruitment and selection process to applicants with disabilities. CMHA Simcoe County Branch supports the recovery of people with mental illness and promotes diversity in the workplace. We welcome all applicants including persons with lived experience, women, Indigenous people, people with disabilities, and members of the 2SLGBTQ+, visible minority and immigrant communities to apply. If selected to participate in the recruitment and selection process, please inform Human Resources of the nature of any accommodation(s) that you may require in respect of any materials or processes used to ensure your equal participation.



JOB TITLE:	Community Support Worker (CSW), Level 1 (Youth Court Diversion/Court Support) – Human Services Justice System (HSJS)
REPORTS TO:	Manager, HSJS, Transitional Rehabilitation Housing (TRHP), Forensic Supportive Housing Program (FSHP) & Crisis Call Diversion (CCD) Programs
JOB SUMMARY:	The CSW Level 1 (Youth Court Diversion/Court Support), in accordance with the agency’s policies, standards, and guidelines, is responsible for providing court support & diversion to transitional aged youth in conflict with the law. This includes: direct service & referrals (at Youth Justice Court and in the community ages 12-17), agency liaising & connecting, outreach, individualized assessments & planning, coordination, monitoring, evaluation, and advocacy. The Community Support Worker is required to attend the Youth courts within Simcoe County.
REVISED:	March 2024
REVISED BY:	Manager, HSJS, TRHP, FSHP & CCD Programs; Director, Service Operations; HR Generalist; CEO
<i>CMHA reserves the right the change job descriptions as the needs of the agency change</i>	

CORE COMPETENCIES

- Work together in relationship to learn and grow
- Encourage understanding
- Listen with an open mind
- Laugh and enjoy humour compassionately throughout the day
- Notice the dignity and value of ourselves and others
- Engage others with compassion
- Share our stories and our hearts
- Strive to honour and respect ourselves and others
- Embrace a philosophy of harm reduction

DUTIES, RESPONSIBILITIES, AND RELATED TASKS:

1. Organizational

- Assist in the planning, implementation, and evaluation of the programs and services.
- Have a strong commitment to quality improvement (QI) and support the continuous improvement of client and family services and supports on team, organizational, and system levels.
- Comply with agency policies, standards, guidelines, and procedures.
- Participate effectively in staff and other designated meetings.
- Work in cooperation with management and other staff members in the provision of efficient and coordinated services.

2. Program and Services

- Provide on-site mental health court support at youth justice court(s).
- Process referrals for mental health court diversion. This includes screening, assessment & intake interviews, and creating individualized plans for supports/treatment.
- Facilitate/coordinate service options and psychiatric recommendations for diversion plans with youths, their parents/guardians, and counsel (if involved).
- Monitor client progress and participation in diversion program.
- Provide consultation, education, and support for non-divertible persons and families.
- Create/implement strategies for charge diversion in consultation with police/partners.
- Formal liaison with justice partners and justice system.
- Provide case management services for the duration of the diversion plan.
- Provide case management services in order to bridge between Youth Justice Court and community mental health services.
- Broker section 34 assessment referrals from the court.
- Collect and report monthly and quarterly program statistics.
- In custody matters, contact detaining facility as well as probation. Provide information and re-integrative support/assistance.
- Provide direct service to participants/clients (individually and in groups) as per agency guidelines, policies, and procedures, including: skills teaching on activities & behaviours of daily living, assistance in obtaining/maintaining housing, encouragement & supportive counselling/feedback to enable participants to reach their goals, crisis intervention strategies/support, relapse prevention strategies, self-care strategies & support, and family support/education as appropriate.



- Provide information/strategies for health promotion and prevention.
- Client-centered advocacy to facilitate access to (and modification of) existing resources to meet needs and assist client in identifying/advocating for their civil/legal rights.
- Facilitate access to and support the provision and use of, wanted and needed services in areas such as crisis intervention and treatment.
- Collaborate with resources to facilitate access to and coordination of services.
- Work collaboratively and in partnership with ethno-racial communities and organizations to facilitate appropriate services for members of these communities.
- Assist participants/clients to identify, build, and maintain a natural support system.
- Facilitate connections to needed/wanted services, supports, and resources, including those in the broader community.
- Responsible for transporting clients in the community and, on occasion, outside of the geographical area.

3. Monitoring and Evaluation

- Evaluate the achievement of goals from the perspective of both the participant/client and case manager, as well as client satisfaction with service and achievements.
- Maintain participant/client records as per agency standards and Diversity, Equity and Inclusion (DEI) practices.
- Report in writing: all accidents, injuries, and occurrences.
- Collect data, including: participant/client's demographics, service statistics, and goal achievement, as well as other systems that may be developed.
- Provide reports as required or requested.
- Manage program related funds as per directives.

4. Performance Targets

- Responsible for achieving or exceeding performance targets as outlined by the program and organization.

5. Community Relations

- Maintain positive relationships with networks, professional organizations, and other related service providers.
- Represent the agency mandate, mission, values, and philosophy of the agency in the community, including networks or meetings as requested.
- Assist in the training and mentoring of students, new staff, and/or volunteers.

6. Professional Development

- Set annual performance and professional development goals.
- Participate in regular meetings with supervisor.
- Attend relevant conferences, workshops, and other in-service events as approved.

7. Other

- Provide staff back-up for any agency programs.
- Perform other related duties as assigned by the Program Manager.

KNOWLEDGE, SKILL AND BEHAVIOURAL COMPETENCIES REQUIRED:

- Ensure activities meet with (and integrate with) organizational requirements for quality management, health and safety, values, and mission, together with embracing our harm reduction philosophy.
- Utilize a client-centered approach so as to develop trusting relationships with clients.
- Understand of provincial/local legislation as well as government policies, procedures, and practices pertaining to services provided by the agency.
- Be competent in the provision of services offered by CMHA.
- Empathetic to those suffering the effects of mental illness and/or substance misuse.
- Knowledge and practice of harm reduction, client-centered recovery philosophy, and community service delivery.
- Knowledge of community resources connected to the provision of mental health and addiction services.
- Able to influence stakeholders through diplomacy as well as negotiation skills in client/system advocacy.
- Good interpersonal and networking skills.
- Knowledge of assessment, planning, and skill teaching strategies.
- Able to anticipate crises and to apply appropriate non-violent crisis intervention skills to de-escalate the situation.
- Knowledge of mental illness, addictions, and medications, as well as the ability to assist clients with symptom management.
- Excellent verbal and written communication skills.



WORKPLACE REQUIREMENTS:

Hours of Work

- 21 hours per week.
- Able to work within a flexible framework to respond to client needs.
- The Community Support Worker is required to attend the Youth courts within Simcoe County.

Qualifications

- Minimum five (5) years education and experience in the human services field.
- Must be/have one of the following:
 - Human Service Worker
 - Social Service Worker
 - Addictions Diploma or,
 - A University degree in a human services related field, preferably Social Work.
- Experience in mental health and/or addictions (community-based setting preferred).
- Must have access to a vehicle, a valid Ontario driver's license, and adequate automobile insurance.
- Fluency in French or another second language would be an asset.
- Legally entitled to work in Canada.

Health and Safety

- Abide by the policies and procedures outlined by the organization.

MANDATORY TRAINING REQUIREMENTS:

- Workplace Hazardous Materials Information System (WHMIS)
- Worker Health & Safety Awareness
- Staff Orientation
- Automated External Defibrillator (AED) Training (First Aid, CPR)
- Non-Violent Crisis Intervention Training (NVCIT)
- Applied Suicide Intervention Skills Training (ASIST)
- Diversity, Equity, and Inclusion (DEI) Training
- Harm Reduction