



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

POSTING # 25-09 IE	POSTING DATE: April 25/2025	CLOSING DATE: May 2/2025
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CLASSIFICATION:
Addictions and Mental Health Outreach Counsellor (CSW Level 2) – HART Hub – Full-Time, Temporary (2 years) - Addiction Services Program - Barrie, ON
The Canadian Mental Health Association, Simcoe County Branch seeks an Addictions and Mental Health Outreach Counsellor, who, in accordance with the agency’s policies, standards, and guidelines, is responsible for providing support to participants/clients in areas related to: outreach, individualized assessment & planning, direct service provision, coordination & support, monitoring & evaluation, and advocacy.

REQUIRED QUALIFICATIONS:

- Minimum five (5) years combined education and experience in the human services field.
- Must have one of the following:
 - Human Service Worker
 - Social Service Worker
 - Addictions Diploma or,
 - A University degree in a human services related field.
- Addiction certificate preferred.
- Consumers of Mental Health or Addiction Services are encouraged to apply.
- 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 2: \$53,963 - \$58,768 *per annum <i>*prorated based on hours worked</i>	HOURS OF WORK: <ul style="list-style-type: none">• Thirty-five (35) hours per week.• Able to work within a flexible framework to respond to client needs.
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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 25, 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 (Level 2) HART Hub - Addictions and Mental Health Outreach Counsellor
REPORTS TO:	Manager, Addiction Services & Ontario Structured Psychotherapy Program (OSPP)
JOB SUMMARY:	The Addictions and Mental Health Outreach Counsellor, in accordance with the agency's policies, standards, and guidelines, is responsible for providing support to participants/clients in areas related to: outreach, individualized assessment & planning, direct service provision, coordination & support, monitoring & evaluation, and advocacy.
REVIEWED:	April 2025
REVIEWED BY:	Manager, Addictions & OSPP; Director, Service Operations; HR Manager; CEO
CMHA reserves the right the change job descriptions as the needs of the agency change.	

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

DUTIES, RESPONSIBILITIES, AND RELATED TASKS:

1. Organizational

- Assist in the planning, implementation, and evaluation of 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 Addictions and Mental Health expertise and support to a cross-organizational interdisciplinary care team for the HART of Simcoe, the new Barrie-based HART Hub.
- Work with colleagues on Hart Hub Interdisciplinary Care Team to identify and support clients who may benefit from specific Hart Hub services in Barrie.
- Use an assertive outreach approach and liaise/network with potential clients and other community service providers.
- Collaborate with other service providers to facilitate access to/coordination of services.
- Ensure all potential clients are added to the County of Simcoe By-Names list.
- As part of the interdisciplinary care team, develop a comprehensive individualized service plan with each client, that incorporates their goals and values, and identifies all skills, resources, and service requirements.
- Provide follow-up and ongoing support to clients through all stages of Hart Hub delivered services with a primary focus on facilitating access to Addictions and other Mental Health supports and services.
- Facilitate referrals to counselling, residential treatment programs, housing, primary care and other specialized services as required.
- Provide information and strategies for health promotion and prevention.
- Engage in client-centered advocacy to facilitate access to (or modification of) existing resources to meet individual needs and assist clients in identifying/advocating for their civil/legal rights.
- Work collaboratively with ethno-racial communities and organizations to facilitate appropriateness of services for the members of these communities.
- Assist clients to identify, build, and maintain a natural support system.
- Responsible for transporting clients in the community and, on occasion, outside of the geographical area.

3. Monitoring and Evaluation

- Participate in program-level evaluations including inter-organizational evaluations as required.



- Evaluate the achievement of goals from the perspective of the participant/client and service providers, including client satisfaction with service and achievements.
- Maintain participant/client records as per agency and HART Hub standards, including Diversity, Equity, and Inclusion (DEI) practices.
- Report in writing all accidents, injuries, and occurrences.
- Collect data as required by the agency and HART Hub.
- Provide reports as required or requested.
- Manage program related funds as per directives.

4. Performance Targets

- Responsible for achieving or exceeding set performance targets and goals as outlined by funders, partners and the organization.

5. Community Relations

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

6. Professional Development

- Participate in all HART Hub training requirements.
- Set annual performance and professional development goals in consultation with supervisor.
- Participate in regular meetings with HART Hub colleagues and supervisor.
- Attend relevant conferences, workshops, and other in-service events as approved.

7. Other

- Provide staff back-up for any agency programs and potentially HART Hub services.
- Account for any program-related funds for which responsibility is assigned.
- Perform other related duties as assigned by the CMHA SCB Program Manager.

KNOWLEDGE, SKILL AND BEHAVIOURAL COMPETENCIES REQUIRED:

- Comfortable with ambiguity and participating in the development of new programs and services.
- 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.
- Embody a client-centered approach so as to develop trusting relationships with clients.
- Understand provincial/local legislation as well as government policies, procedures, and practices pertaining to services provided by the agency.
- Knowledgeable about services, including eligibility criteria, offered by CMHA SCB, HART Hub partners and other key services required by HART Hub clients.
- Empathetic to those suffering the effects of mental illness and/or substance use.
- Knowledgeable about community resources connected to the provision of mental health and addiction services including where to access Harm Reduction supports in the community.
- Able to influence stakeholders through diplomacy as well as negotiation skills in client/system advocacy.
- Good interpersonal and networking skills.
- Able to anticipate crises and to apply appropriate non-violent crisis intervention skills to de-escalate the situation.
- Able to multi-task and work with a sense of urgency when required.
- Knowledgeable about 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

- Thirty-five (35) hours per week.
- Able to work within a flexible framework to respond to client needs.

Qualifications

- Minimum five (5) years combined education and experience in the human services field.
- Must have one of the following:
 - Human Service Worker
 - Social Service Worker
 - Addictions Diploma or,
 - A University degree in a human services related field



- Addiction certificate preferred.
- Consumers of Mental Health or Addiction Services are encouraged to apply.
- 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 (NVCI)
- Applied Suicide Intervention Skills Training (ASIST)
- Diversity, Equity, and Inclusion (DEI) training
- Harm Reduction
- Specific HART Hub trainings