



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

POSTING # 24-36 IE	POSTING DATE: Oct 8/2024	CLOSING DATE: Oct 15/2024
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CLASSIFICATION:
Family Support Coordinator (Community Support Worker, Level 3) – Family Centredness, Inclusivity and Priority Population (FCIPP) – Full-Time, Permanent – Barrie, ON
 The Canadian Mental Health Association, Simcoe County Branch seeks a Family Support Coordinator, who, in accordance with the agency’s policies, standards, and guidelines, is responsible for providing support to family members & caregivers across the organization. Key supports and services include individualized one-on-one supportive counselling, system navigation, facilitating family support groups and developing and facilitating psychoeducational group sessions.

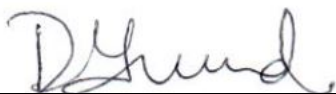
- REQUIRED QUALIFICATIONS:**
- Minimum five (5) years combined education and experience in the human services field.
 - Must be/have one of the following:
 - Human Service Worker
 - Social Service Worker
 - Nursing Diploma (RN, RPN) or,
 - A University degree in a human services related field, preferably Social Work.
 - Group presentation/adult education experience
 - 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.

<p>SALARY SCALE: CSW Level 3: \$54,709 - \$60,497 per annum* *pro-rated based on hours worked</p>	<p>HOURS OF WORK:</p> <ul style="list-style-type: none"> • Thirty-five (35) hours per week, Monday to Friday. • Able to work within a flexible framework to respond to family/program needs, which may include some evenings and/or weekends.
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SUBMIT COVER LETTER AND RESUME TO:
 Human Resources
hr@cmhastartalking.ca
Please submit in a single document

APPROVED BY:



 Danielle Greenwood
 Manager, Human Resources

October 8, 2024

 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:	Family Support Coordinator (CSW Level 3)
REPORTS TO:	Manager, Family Centredness, Inclusivity and Priority Populations (FCIPP)
JOB SUMMARY:	The Family Support Coordinator, in accordance with the agency's policies, standards, and guidelines, is responsible for providing support to family members & caregivers across the organization. Key supports and services include individualized one-on-one supportive counselling, system navigation, facilitating family support groups and developing and facilitating psychoeducational group sessions.
REVISED:	August 2024
REVISED BY:	Manager, FCIPP; 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

DUTIES, RESPONSIBILITIES, AND RELATED TASKS:

1. Organizational

- Assist in the planning, implementation, and evaluation of programs and services with a focus on Family Centredness, Inclusivity and Priority Populations program.
- 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

- Assist as needed in the family member/caregiver service planning and program development including needs assessment, program delivery and evaluation.
- Co-develop an individualized service plan with eligible family/caregivers that incorporates goals/values and identifies all skills, resources, and service requirements.
- Provide supportive counselling and skills teaching to family members/caregivers in need of one-to-one support.
- Identify high-risk family situations and assess the need for crisis planning.
- Provide individual system navigation including facilitating connections to additional services, supports and resources, including those in the broader community.
- Facilitate/coordinate family member/caregiver support group meetings across Simcoe County to encourage positive peer-support.
- Coordinate and deliver (as needed) psycho-educational groups on a broad range of MHA topics.
- Be available to other team members / programs for assistance during crises that involve family members/caregivers.
- Develop and maintain professional relationships with families/caregivers, clients, peers, colleagues and community partners.

3. Monitoring and Evaluation

- Under direction of Manager FCIPP, evaluate the achievement of goals from perspectives of family member/caregivers.
- Follow and share complaints and compliments processes.
- Maintain family member/caregiver records as per agency standards and Diversity, Equity and Inclusion (DEI) practices.
- Report in writing all accidents, injuries and occurrences.
- Collect data, including family member/caregiver demographics, service statistics, and goal achievement as well as other systems that may be developed.



- Provide reports as required or requested.
- Account for any program-related funds for which responsibility is assigned.

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 community service providers.
- Represent the agency mandate, mission, values, and philosophy of the agency in the community, including networks or meetings as requested.
- Embrace the harm reduction and recovery, trauma informed care and just culture philosophies of the agency.
- Participate on committees and provide public education, promotion, and advocacy related to families as needed.
- Assist in the training and mentoring of students, new staff, and/or volunteers.

6. Professional Development

- Set annual performance and professional development goals in consultation with Manager.
- 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:

- Supportive and group counselling
- Group facilitation and education (public speaking)
- 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 SCB.
- Empathetic to individuals experiencing or impacted by mental illness and/or substance use.
- 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.
- Able to multi-task and work with a sense of urgency when required.
- Knowledge of mental illness, addictions, and medications, as well as the ability to assist family/caregivers and clients with symptom management.
- Excellent verbal and written communication skills.

WORKPLACE REQUIREMENTS:

Hours of Work

- Thirty-five (35) hours per week, Monday to Friday.
- Able to work within a flexible framework to respond to family/program needs, which may include some evenings and/or weekends.

Qualifications

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



- Group presentation/adult education experience
- 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