



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

POSTING # 24-51 IE	POSTING DATE: Jan 16/2025	CLOSING DATE: Jan 23/2025
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CLASSIFICATION:
Community Support Worker (Level 1) – Full-Time, Temporary (14 months) – Crisis Intervention and Community Response (CICR) Program – Barrie, ON
 The Canadian Mental Health Association, Simcoe County Branch seeks a Community Support Worker (CSW), who, in accordance with the agency’s policies, standards, and guidelines, is responsible for providing support to participants/clients in areas related to: triage of phone contacts, mobile crisis services, and crisis resolution through short-term crisis beds.


- REQUIRED QUALIFICATIONS:**
- Minimum five (5) years education and experience in the human services field.
 - Must have one of the following:
 - Human Service Worker
 - Social Service Worker
 - Addictions Diploma or,
 - University degree in a human services related field, preferably Social Work, Nursing or Psychology
 - 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 1: \$49,413 - \$55,146</p> <p><i>*prorated based on hours worked</i> <i>*plus shift premium as per policy</i></p>	<p>HOURS OF WORK:</p> <ul style="list-style-type: none"> • Seventy (70) hours over a two (2) week pay period. Rotational shift work based on a seven (7) day staffing schedule. • Crisis Services operates twenty-four (24) hours per day, seven (7) days 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

January 16, 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 1) – Crisis Intervention and Community Response (CICR) Program
REPORTS TO:	Manager, CICR
JOB SUMMARY:	The Community Support Worker (CSW), in accordance with the agency’s policies, standards, and guidelines, is responsible for providing support to participants/clients in areas related to: triage of phone contacts, mobile crisis services, and crisis resolution through short-term crisis beds.
REVISED:	March 2024
REVISED BY:	Manager, CICR; 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 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

- Respond to calls with a triage process of emergent, urgent, and information response.
- Provide mobile response services, partnering with police to assist in the resolution of the crisis by providing recommendations and suggestions for needed supports.
- Provide mobile response services to individual/families, as well as facilitate access to other community resources/supports to assist in the resolution of the crisis.
- Process clients for admission into the crisis beds, including selection, screening, and intake (risk assessment, needs analysis, crisis resolution, and relapse prevention).
- Assist clients in the crisis beds with activities and behaviours of daily living while in the program, including meal preparation, grocery shopping, and housekeeping.
- Assist with daily maintenance of the house for client health and safety.
- Facilitate connections to needed/wanted services, supports, and resources, including those in the broader community.
- Liaise with client’s natural support system where appropriate.
- Provide client-centered advocacy to facilitate access to (and modification of) existing resources to meet individual needs as well as assist client in identifying/advocating for their civil/legal rights.
- Provide information/strategies for health promotion and prevention.
- Work collaboratively and in partnership with ethno-racial communities and organizations to facilitate appropriateness of services for the members of these communities.
- Assist in the development of coping strategies and relapse prevention plans, as needed.
- Provide follow-up support for a period of three months.
- Assist staff in decisions about program protocol and client care.
- Responsible for transporting clients in the community and, on occasion, outside of the geographical area.
- Navigate and respond to complex and acute referrals/call from community first responders (e.g., police teams, community paramedics) regarding high and acute and escalated individuals.
- Coordinate, respond, and/or support service requests and needs with emergency services.
- Provide information, support, and/or crisis intervention services at community events.



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 and Goals

- Responsible for achieving or exceeding set performance targets and goals 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

- Maintain professional development as expected through their college.
- 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.
- 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 clients with symptom management.
- Demonstrated leadership and decision making abilities.
- Excellent verbal and written communication skills.

WORKPLACE REQUIREMENTS:

Hours of Work

- Seventy (70) hours over a two (2) week pay period.
- Crisis Services operates twenty-four (24) hours per day, seven (7) days per week.
- Rotational shift work based on a seven (7) day staffing schedule.
- Able to work within a flexible framework to respond to client needs.

Qualifications

- Minimum five (5) years education and experience in the human services field.
- Must have one of the following:



- Human Service Worker
- Social Service Worker
- Addictions Diploma or,
- University degree in a human services related field, preferably Social Work, Nursing or Psychology
- 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