



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

POSTING # 25-15 IE	POSTING DATE: May 12/2025	CLOSING DATE: May 26/2025
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CLASSIFICATION:
Community Support Worker (CSW), Level 1 – Crisis Call Diversion (CCD) Program – Casual, Temporary (1 year) – Orillia, ON

The Canadian Mental Health Association, Simcoe County Branch seeks a Community Support Worker, who, in accordance with the agency's policies, standards and guidelines, is a partnership between CMHA Simcoe County Branch (CMHA SCB) and the Ontario Provincial Police (OPP), specifically the OPP Provincial Communications Centre (PCC) for call taking and dispatching police calls for service. CMHA SCB staff are positioned at the PPC to work with call takers and dispatch to divert non-imminent risk mental health calls away from a police response and toward a more appropriate mental health response.

REQUIRED QUALIFICATIONS:

- At least four (4) years of clinical experience working with individuals affected by mental illness and with addiction issues.
- Must be one of the following:
 - Human Service Worker
 - Social Service Worker
 - Addictions Diploma or,
 - University degree in human services-related field, preferably in Social Work, Psychology or Nursing.
- Registration in good standing preferred with one of the following six colleges: The College of Psychologists of Ontario, the Ontario College of Social Workers and Social Service Workers, the College of Nurses of Ontario, the College of Occupational Therapists of Ontario, the College of Physicians and Surgeons of Ontario, or the College of Registered Psychotherapists of Ontario.
- Thorough knowledge of the mental health field including current DSM classifications, crisis intervention and concurrent disorders.
- Knowledge of relevant legislation including the *Mental Health Act, 1990* and the *Personal Health Information Protection Act, 2004*.
- Must have a reliable source of transportation.
- 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.

HOURLY RATE ON SALARY SCALE:

CCD: \$27.15 - \$30.30 per hour

**pro-rated based on hours worked*

**plus shift premium as per policy*

HOURS OF WORK:

- CCD is a 24-hour services that requires staff to work rotating shifts in a flexible framework to respond to program needs, that may include day, evenings, nights and weekends.

SUBMIT COVER LETTER AND RESUME TO:

Human Resources

hr@cmhastartalking.ca

Please submit in a single document

APPROVED BY:

Sarah Banbury
Chief Executive Officer

May 12, 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 – Crisis Call Diversion (CCD) - Casual
REPORTS TO:	Manager, HSJS, Transitional Rehabilitation Housing (TRHP), Forensic Supportive Housing Program (FSHP) & Crisis Call Diversion (CCD) Programs
JOB SUMMARY:	The CSW, Level 1, in accordance with the agency’s policies, standards and guidelines, is a partnership between CMHA Simcoe County Branch (CMHA SCB) and the Ontario Provincial Police (OPP), specifically the OPP Provincial Communications Centre (PCC) for call taking and dispatching police calls for service. CMHA SCB staff are positioned at the PPC to work with call takers and dispatch to divert non-imminent risk mental health calls away from a police response and toward a more appropriate mental health response.
REVISED:	March 2024
REVISED BY:	Manager, HSJS, TRHP, FSHP & CCD Programs; Director, Service Operations; HR Team Lead; CFO
CMHA SCB 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
- 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 organizational policies, both CMHA SCB and OPP (where applicable) when interacting with individuals, utilizing technology, completing follow up work and communicating with agency and community partners.
- Participate effectively in staff and other designated meetings.
- Work in cooperation with management, police services, other staff members, and other community partners in the provision of efficient and coordinated services.

2. Program and Services

- Prepared and available to take calls during an assigned shift.
- Ability to build connection, rapport, and provide empathetic listening to individuals over the phone.
- Utilize active listening skills and the crisis intervention model to engage callers in de-escalation.
- Accurately and thoroughly assess appropriate calls using Crisis Call Diversion assessment tools.
- Work collaboratively with the caller to learn more about their mental health issue, and explore and share alternative options to emergency services.
- Offer variety of information resources and referrals.
- Complete documentation for every call for service handled in a timely manner, clearly outlining the nature and outcome of the call.

3. Monitoring and Evaluation

- Evaluate the achievement of goals from the perspective of the participant/client, the program and the referral source(s).
- Organize and complete all required follow-up support and services.
- 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

- Initiate, develop and maintain positive relationships with community networks, professional organizations, and all 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.
- Ability to maintain existing connection to CMHA SCB crisis team, and promote positive working relationships with OPP PCC team members, and management. Demonstrates a degree of problem solving, communication, listening, cooperation, and productivity while working with others to achieve program goals.

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

- Perform other related duties as assigned by the Program Manager.

KNOWLEDGE, SKILL AND BEHAVIOURAL COMPETENCIES REQUIRED:

- Demonstrated ability to effectively provide over the phone crisis intervention to individuals experiencing mental health crisis.
- Ability to effectively identify problems and offer appropriate resources, referrals and information to assist the individual in resolving the crisis.
- Ability to be adaptable and flexible.
- Effective time management and organizational skills.
- Excellent oral and written communication skills and interpersonal and networking skills.
- Ability to be adaptable and flexible.
- Must function well under pressure.
- Ability to meet variable scheduling requirements.
- High-level team-building skills and positive and professional attitude.
- Proficient computer skills with ability to utilize Microsoft Office programs (specifically MS Word and Excel) and the ability to adapt and navigate multiple computer systems.
- Ability to interpret and strategically utilize data.
- Strong knowledge of CMHA SCB and other community programs in Simcoe County.
- Critical Thinking and Problem Solving Skills.
- Ability to navigate multiple computer systems.
- Detail-oriented and excellent information retention skills.
- Ability to work well both independently, as part of a multi-disciplinary team and in collaboration with agency/community providers.
- 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 those suffering the effects of mental illness and/or substance misuse.
- 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, and medications as well as the ability to assist clients with symptom management.
- Knowledge of addictions, best practices, and ability to actively engage in the agency exchange program.
- Willingness to use harm reduction approaches on a daily basis in client care.
- Knowledge of how commonly requested services function such as OW and ODSP.
- Effectively analyze issues and reframe them with clients to assist in problem-solving.



WORKPLACE REQUIREMENTS:

Hours of Work

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Qualifications

- At least four (4) years of clinical experience working with individuals affected by mental illness and with addiction issues.
- Must be one of the following:
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 - Addictions Diploma or,
 - University degree in human services-related field, preferably in Social Work, Psychology or Nursing.
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- Thorough knowledge of the mental health field including current DSM classifications, crisis intervention and concurrent disorders.
- Knowledge of relevant legislation including the *Mental Health Act, 1990* and the *Personal Health Information Protection Act, 2004*.
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- 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
- Provincial Communication Centre training and orientation required and is provided by PCC Orillia OPP