



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

POSTING # 25-19 IE	POSTING DATE: May 20/2025	CLOSING DATE: May 27/2025
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**CLASSIFICATION:**

**Community Support Worker (Level 2, Intake & System Navigation) – Case Management – Full-Time, Permanent - Barrie, ON**

The Canadian Mental Health Association, Simcoe County Branch seek a Community Support Worker (CSW) (Intake & System Navigation), who, in accordance with the agency's policies, standards, and guidelines, is responsible for providing screening, assessment and intake services to participants/clients in areas related to: Addictions and Case Management programs.

**REQUIRED QUALIFICATIONS:**

- Minimum eight (8) years education and experience in the human services field as well as demonstrated clinical assessment skills.
- Must have one of the following:
  - Human Service Worker
  - Social Service Worker
  - Addictions Diploma
  - Nursing Diploma (RN, RPN) or,
  - A University degree in a human services related field, preferably Social Work.
- Registration 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.
- 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

*\*pro-rated based on hours worked*

*\*plus shift premium as per policy*

**HOURS OF WORK:**

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

**SUBMIT COVER LETTER AND RESUME TO:**

Human Resources

[hr@cmhastarttalking.ca](mailto:hr@cmhastarttalking.ca)

*Please submit in a single document*

**APPROVED BY:**

Danielle Greenwood  
Manager, Human Resources

May 20, 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.*



<b>JOB TITLE:</b>	Community Support Worker (Level 2, Intake & System Navigation) – Case Management (CM)
<b>REPORTS TO:</b>	Manager, CM
<b>JOB SUMMARY:</b>	The Community Support Worker (CSW) (Intake & System Navigation), in accordance with the agency’s policies, standards, and guidelines, is responsible for providing screening, assessment and intake services to participants/clients in areas related to: Addictions and Case Management programs.
<b>REVISED:</b>	May 2025
<b>REVISED BY:</b>	Manager, CM; 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 care on a team, organizational, and system level.
- 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**

**Intake:**

- Facilitate participant/client selection, screening, and intake processes for Case Management and Addiction Services as part of the Intake Team.
- Facilitate and participate in team meetings and case conferences.
- Follow up and provide information/recommendations to candidates on the waiting list.
- Complete a frequent assessment that identifies client’s needs/abilities through information obtained from the client, their natural supports, and the referral source.
- Identify client needs/abilities through information obtained by the client by review of assessment tools e.g., GAIN SS, MMS, LOCUS, OCAN.
- Develop an individualized service plan as required with each client, which incorporates goals/values and identifies all skills, resources, and service requirements.
- Provide direct service to 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, etc. as appropriate for supporting the interests of the client.
- Provide information and strategies for health promotion and prevention.
- Client-centered advocacy and navigation to access and/or modify existing supports whether internal or external, and to assist clients in identifying/advocating for their civil/legal rights.
- Work collaboratively with communities and organizations to facilitate appropriate service and access with respect to diversity, equity, and inclusion.
- Assist participant/client to identify, build, and maintain natural supports or support systems.
- Facilitate access to and support the use of wanted/needed services in areas such as crisis intervention and treatment.
- Facilitate connections to needed/wanted services, supports, and resources, including those in the broader community.
- Provide assessment of addiction and determine problem areas for each person referred.



- Provide aftercare/follow-up to clients referred.
- Liaise with referring agencies.
- Follow administration procedures as they relate to data input.
- Participate on community committees and provide educational programs to the community at large.

#### **System Navigation**

- Provide system navigation to individuals who “walk in”.
- Respond to telephone contacts seeking assistance.
- Engage individual in problem-solving acute issues and prioritizing issues for effective management.
- Identify services/supports within the agency/community that may be appropriate. Assist as needed to make contact with community-based services.
- Refer individuals to CMHA SCB programs and supports as necessary.
- Ensure individuals are provided with adequate internal or community -based information.

### **3. Monitoring and Evaluation**

- Evaluate the achievement of goals from the perspective of both the participant/client and case manager, as well as awareness for client complaint and complement process.
- Maintain 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.
- 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 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 SCB.
- Empathetic to those 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 clients with symptom management.
- Understand how commonly requested services function such as OW and ODSP.
- Analyze issues and reframe them for clients to assist in problem-solving.



- Highly adaptable, flexible, and creative thinker.
- Able to work independently and in collaboration with agency/community providers.
- Possess excellent time management skills.
- Provide prompt/concise documentation in accordance with CMHA SCB documentation policy by using agency software e.g., EMHware.
- 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 client/program needs.

### **Qualifications**

- Minimum eight (8) years education and experience in the human services field as well as demonstrated clinical assessment skills.
- Must have one of the following:
  - Human Service Worker
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- 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