

## **Crisis Support Worker- Crisis Services**

The **Canadian Mental Health Association Peel Dufferin Branch (CMHA Peel Dufferin)** is pleased to announce that we are currently recruiting for **three (3) fulltime permanent positions** of **Crisis Support Worker- Crisis Services**.

### **Summary of Service**

Canadian Mental Health Association Peel Dufferin Branch Crisis Services Program provides telephone and outreach services to people with mental illness who are in crisis.

Mental health workers (nurses, social workers, occupational therapists) will triage calls on the crisis line and provide support and develop a plan for intervention. Clients may be provided with support and intervention on the telephone. Outreach Service consists of both, teams of health care workers as well as teams of health care workers paired with police officers who have been trained in mental health and crisis intervention, responding to individuals/families experiencing crisis in the community.

The team provides crisis intervention, support, assessment and assistance developing follow-up plans to clients in the community who are in crisis. Follow-up may include brief monitoring/support, referral to appropriate community organizations/support networks or collaboration with existing supportive organizations. Prevention of ongoing or future crisis is a goal of the program. Model of service is mental health outreach and crisis intervention partnered with police services.

The Crisis Support Worker works in collaboration with other members of the Crisis team including police officers. This includes a systemic approach for the assessment of adults in crisis to stabilize and manage the current crisis situation. The Worker conducts risk and safety assessments, gives support and accesses support from many sources in the community.

This is a full time, permanent position with rotational shifts of 12 hours each. The position is based in Brampton and reports to the Program Manager, Crisis Services.

### **Key Responsibilities:**

1. Provide immediate response on the crisis line and determine initial triage, when a client calls in crisis.
2. Crisis intervention to understand the factors contributing to the current difficulties for adults, in developing a working formulation.
3. Provide support and follow-up post crisis with ongoing telephone support or by connecting clients to appropriate follow-up agencies.
4. Contract with consumers and families the need for further clinical service, including mobile crisis response as appropriate
5. Complete a mental health assessment for clients in crisis, utilizing a variety of assessment tools.
6. Partner with a police officer in completing mobile crisis intervention.
7. Recommend measures to help protect others by developing safety plans.
8. Assess the risk to crisis workers in the outreach environment.

9. Support the caregivers by working to reduce conflict between the client and their caregivers.
10. Educate the community about the functioning and limitations of the mobile crisis service.
11. Form positive relationships and strong partnerships with hospitals, law enforcement agencies, and mental health and social service agencies to build an effective delivery of crisis service in the community.
12. Utilize their sound working knowledge of resources, partnerships and working relationships and participate in ongoing professional development and supervision around crisis work.
13. Assist in identifying and developing goals towards understanding prevention, treatment and rehabilitation of individuals with mental illness.
14. Attend and actively participate in team meetings and other client-related meetings and program meetings as required
15. Maintain appropriate record-keeping/documentation and client files, statistical and outcome measurement tools as required by CMHA/Peel Dufferin policies and procedures.
16. Participate on agency and community committees and workgroups as requested by manager.
17. Work effectively and collaboratively with program teams, internal and external to CMHA/Peel Dufferin.
18. Other related duties as assigned.

### **Skills & Qualifications:**

1. University Degree in Social Work, BSc. Nursing, or degree in Occupational Therapy.
2. Must be a Regulated Health Professional and adhere to standards of practice as per designated college.
3. Minimum 5 years of experience working in acute mental health sector, preferably in the community.
4. Demonstrated experience with crisis intervention techniques and theory-based practice in working with the seriously mentally ill.
5. Demonstrated knowledge on risk assessments, suicide prevention.
6. Demonstrated ability to intervene effectively in clinical situations requiring the management of disturbed behaviour.
7. Ability to work with clients of diverse cultural and social backgrounds is necessary.
8. A good understanding of the Mental Health Act and DSM V as it relates to crisis intervention.
9. Ability to work collaboratively and in partnership with a multidisciplinary team and other agencies in the community, including the ability to work with police, court system, inpatient and outpatient mental health systems.
10. Able to function well under pressure and in a fluid environment.
11. Bilingualism (French/English) and/or proficiency in a second language would be an asset.
12. A valid Canadian driver's license, access to a reliable vehicle and relevant insurance.

13. A satisfactory Vulnerable Sector Screening (Police Check) report and extensive background check is required.
14. Current CPR/First Aid certification.
15. Ability to work in 12 hour shifts; over nights and weekends on a scheduled rotation.

CMHA Peel Dufferin provides a supportive work environment with a competitive salary, plenty of training opportunities, excellent benefits and an emphasis on work-life balance. For a list of our Total Rewards, please visit the Careers page on our website.

Qualified applicants may send their resume and cover letter in one document to Human Resources via:

Email to [careers@cmhapeel.ca](mailto:careers@cmhapeel.ca) or by Fax to (905) 863-5201

**\*Please include the full job title in the subject line\***

**Deadline for internal applicants: January 17, 2017 at 5 pm**

***CMHA Peel Dufferin is an Equal Opportunity Employer.***

**CMHA Peel Dufferin will make every effort to accommodate any needs of candidates through the hiring process, under the Human rights Code. Please inform us if you require any accommodation through the hiring process.**