



**Canadian Mental
Health Association**
Niagara
Mental health for all

UNION JOB POSTING # 599

Position Title:	<u>COAST Crisis Support Worker</u>	Vacancies:	<u>1</u>
Workgroup:	<u>Immediate & Brief Services</u>	Posting Date:	<u>July 20 – July 27, 2021</u>
Status:	<u>Full-time; Regular</u>	Start Date:	<u>August 2, 2021</u>
Hours:	<u>35-hours per week</u> <u>Shifts: 7:00 am to 7:00 pm</u> <u>rotating weekdays & weekends</u>	Salary Range:	<u>\$26.87 - \$33.59 per hour</u>

About CMHA Niagara

CMHA, Niagara is a non-profit, charitable organization committed to promoting mental wellness and to improving the lives of people in its service area who have mental illness as well as their families. CMHA Niagara achieves its mission through a number of programs and services.

CMHA, Niagara is committed to a recovery philosophy which focuses on the potential for people with mental illness to lead full, productive and engaged lives in their communities. The Branch works in partnership with many others who share in the commitment to supporting the broad determinants of health.

Position Summary

The COAST Crisis Support Worker's main function is to ensure full coverage of the COAST Niagara Crisis line during regular hours of operation. The intent is to ensure client safety, to encourage empowerment, and provide crisis resolution and prevention, within a recovery framework which integrates the client into their community with supports.

Applicants must be available to work both weekday and weekend hours during non-traditional operational hours throughout the Niagara Region. Schedule is subject to change.

Essential Job Functions

- Completes phone assessments and responds to telephone crisis calls as required
- Assesses risk through telephone support
- Identifies and develops strategies to prevent further crisis and engage individuals with ongoing supports and treatment
- Works in collaboration internally with other program staff to ensure effective and efficient program delivery and administration
- Builds positive relationships with communities and agencies to become mutual resources
- Responds to telephone and electronic enquiries and/or forward to appropriate person
- Provide general information to the public including distribution of pamphlets, cards and other relevant information
- Ensure accurate and timely reports, data entry and documentation in relevant systems
- Upon request, represent the program at community events and or community committees

Essential Job Requirements

- Masters or Bachelor Degree in Nursing, Social Work or Occupational Therapy (other degrees with relevant experience may be considered)
- Registered as either a Registered Social Worker, Registered Social Service Worker, Registered Nurse, Nurse Practitioner, Registered Practical Nurse, or Registered Occupational Therapist and good standing and adheres to all standards of practice as per the College
- 3-5 years of employment experience in the mental health field
- Clinical knowledge and experience in application of clinical therapeutic techniques (i.e. Brief Solution Focus, Cognitive Behaviour Therapy, Motivational Interviewing, Trauma Informed Care)
- Certified in the following safety courses: Safety Care, First Aid and CPR, Suicide Intervention (ASIST), Mental Health First Aid.
- Demonstrated knowledge of relevant legislation (e.g. the Mental Health Act)
- Strong interpersonal and oral/written communication skills
- Sound judgment, good observation and client assessment skills, tact and empathy
- Must possess the ability to work collaboratively and in partnership with a multi-disciplinary team and other agencies in the community
- Ability to work with police, court system, inpatient and outpatient mental health systems
- Demonstrated knowledge of computer applications required for electronic documentation
- Verifiable computer and technological proficiency, including the use of Microsoft Office
- Must have access to a reliable personal vehicle and a current valid class 'G' driver's license
- A satisfactory Vulnerable Sector Screening (Police Check)
- Actual life experience and/or lived experience with mental illness or addictions an asset
- Bilingualism is preferred

CMHA Niagara is a culturally competent organization and is committed to building an inclusive community that respects the dignity and independence of candidates with multicultural and diverse backgrounds, multilingual abilities, and experience with the LGBTQ community. Candidates with this background would be considered an asset.

CMHA Niagara is committed to providing accommodation for persons with disabilities. Please see the AODA section of our website at, www.cmhaniagara.ca for further details or contact our Human Resources department for any information in an alternate format.

If you are interested in applying for this position, it is your responsibility to ensure your application is received by Human Resources no later than 4:00 p.m. on July 27, 2021.

Email: hr@cmhaniagara.ca

Please insert **#599 COAST Crisis Support Worker and your full name** into the subject line when emailing.

Our Mission

Our purpose is to strengthen mental wellness in the Niagara community.

Our Vision

A Niagara where mental health is recognized, supported and optimized.

Values

Service Respect Integrity Teamwork Competency