



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

## UNION JOB POSTING # 605

<b>Position Title:</b>	<u>First Contact Worker</u>	<b>Vacancies:</b>	<u>1</u>
<b>Workgroup:</b>	<u>Longer Term Services</u>	<b>Posting Date:</b>	<u>September 20 – September 27, 2021</u>
<b>Status:</b>	<u>Full-time Contract</u>	<b>Start Date/ End Date:</b>	<u>October 4, 2021 – March 31, 2022</u>
<b>Hours:</b>	<u>35-hours per week</u>	<b>Salary Range:</b>	<u>\$24.07 - \$30.09 an 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 First Contact Worker will perform duties and responsibilities consistent with providing short-term support for individuals attending CMHA Niagara. The First Contact Worker will ensure the safety of individuals served, encourage empowerment and crisis resolution while maintaining a calm and respectful environment for all.

### **Essential Job Functions**

- Respond to in-person and phone referrals for service to CMHA
- Contribute to a welcoming and supportive environment for individuals attending CMHA Niagara
- Establish a therapeutic relationship to maximize the benefits of engagement between the staff person and the individual
- Provide short-term follow-up support to bridge the gap from referral of engagement with a long-term support services as needed
- In partnership with the individual being served, coordinate and facilitate linkages to appropriate services and supports in the community
- Advocates as necessary in order to facilitate access to services and supports with the objective of remediating crisis situation
- Provide information regarding resources found within both the broader mental health system and the community in general
- Engage emergency services when it is determined that additional intervention is required
- When appropriate, act as a liaison with caregivers and/or support providers who are involved with the individual to facilitate a coordinated approach to service provision
- Provide referrals to other services within the organization

- Provide individual follow-up as determined to be necessary and/or appropriate
- Serve as initial contact in greeting and directing individuals-served, staff and guests with a primary focus on providing and welcoming environment to all site visitors
- Ensuring that all enquires are addressed in a timely manner
- Work collaboratively with co-workers to ensure the effective flow of relevant information between co-workers as well as to individuals-served and site visitors (including messages, service information, organizational and site-specific information)
- Ensure that reception areas are maintained in a manner that is tidy and inviting
- Operate telephone system – answer, screen and forward calls, record and relay information
- Ensure sign in sheet is updated to assist in tracking of all persons in the building as per Health and Safety requirements
- Retrieve and bring the sign in sheet when an evacuation of the building has occurred in order for a roll call to be completed
- Retrieve, sort, stamp correspondences, and distribute accordingly
- Coordinate and distribute all incoming emails to the general email account, all incoming faxes and all incoming postal mail
- Complete required documentation as per organizational standards
- Work collaboratively with CMHA staff to provide seamless, person-centred approach

### **Essential Job Requirements**

- Successful completion of an accredited community college diploma in the human service field.
- 3 – 6 months of employment experience in the mental health field.
- Certified in the following safety courses: Non-Violent Crisis Intervention, First Aid and CPR, Suicide Intervention (ASIST), Mental Health First Aid, Concurrent Disorder Support.
- Strong written and verbal communication and organizational skills.
- Verifiable computer and technological proficiency, including the use of Microsoft Office applications.
- Proof of COVID-19 vaccination or verification that you are unable to be vaccinated
- Must have access to a reliable personal vehicle.
- Current valid class ‘G’ driver’s license.
- A satisfactory Vulnerable Sector Screening (Police Check).
- Bilingualism would be an asset.

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 LGBTQ2 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](http://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 September 27, 2021.*

Email: [hr@cmhaniagara.ca](mailto:hr@cmhaniagara.ca)

Please insert **#605 First Contact 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.*

***Our Values***

*Service*

*Respect*

*Integrity*

*Teamwork*

*Competency*