

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 full-time Crisis Support Worker positions.

Summary of Service

The 24.7 Crisis Support Program of the Canadian Mental Health Association - Peel Dufferin Branch provides telephone and mobile outreach visits to people with mental illness who are in crisis. The team is comprised of an integrated group of registered mental health clinicians (nurses, social workers, occupational therapists) who triage calls on the crisis line and provide support and develop a plan for intervention. Crisis support workers rotate through the various service components of the program. Intervention may involve support over the crisis line, a mobile visit by two crisis support workers, or a mobile visit with a crisis support worker and specially trained plain-clothed police officer. 24.7 Crisis Support is also expanding the continuum of services it offers as it develops a new mobile crisis rapid response team (MCRRT) that pairs a crisis support worker with a uniformed police officer to respond to live 911 calls that involve mental health or addiction crisis. Crisis Support Workers rotate through the MCRRT role once they have qualified through an internal process.

The team uses a systemic approach for the assessment of children, youth and adults in crisis to stabilize and manage the current crisis situation. The crisis support worker conducts risk and safety assessments, conducts mental status examinations, gives support, and assists in developing follow-up plans for clients in the community. Follow-up may include brief monitoring/support, referral to appropriate community organizations/support networks or collaboration with existing supportive organizations. When clients are taken to hospital, the crisis support worker works closely with the Emergency Department physician and crisis team to ensure a smooth transfer of care. Risk mitigation and prevention of ongoing or future crisis are goals of the program.

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

The salary band for this position is: \$67,700-\$77,700

CMHA Peel Dufferin offers a competitive overall compensation package which includes:

Paid vacation (*accrued*), paid personal days(*accrued*), one Flexible Day, Professional development opportunities within the agency, Employee Family Assistance Program and access to a wellness fund benefit

For a list of Total Rewards, please visit the Careers page on our website <http://cmhapeeldufferin.ca/>

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. Complete a mental health assessment for clients in crisis, utilizing a variety of assessment tools.
5. Partner with a police officer in completing mobile crisis intervention.
6. Recommend measures to help protect others by developing safety plans.
7. Assess the risk to crisis workers in the outreach environment.
8. Support the caregivers by working to reduce conflict between the client and their caregivers.
9. Educate the community about the functioning and limitations of the mobile crisis service.
10. 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.
11. Utilize their sound working knowledge of resources, partnerships and working relationships and participate in ongoing professional development and supervision around crisis work.
12. Assist in identifying and developing goals towards understanding prevention, treatment and rehabilitation of individuals with mental illness.
13. Adhere to policies and procedures set out by 24.7 Crisis and CMHA Peel Dufferin.
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 Registered 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 and previous knowledge on risk assessments, suicide prevention, and principles of crisis theory and intervention.
6. Demonstrated ability to intervene effectively in clinical situations requiring the management of disturbed behaviour.

7. Experience working with police services would be an asset.
8. Ability to work with clients of diverse cultural and social backgrounds is necessary.
9. A good understanding of the Mental Health Act and DSM V as it relates to crisis intervention.
10. 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.
11. Able to function well under pressure and in a fluid environment.
12. Commitment to ongoing professional development.
13. Bilingualism (French/English) and/or proficiency in a second language would be an asset.
14. A valid Canadian driver's license, access to a reliable vehicle and relevant insurance.
15. A satisfactory Vulnerable Sector Screening (Police Check) report and an annual criminal records check (Police Check) is required.
16. Current CPR/First Aid certification.
17. Ability to work in 12 hour shifts; over nights and weekends on a scheduled rotation.

Qualified applicants are invited to submit their resume and cover letter online via the link below:

<https://cmhapeel.bamboohr.com/jobs/view.php?id=211>

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.