# EXTERNAL POSTING

(May 2018)

The Canadian Mental Health Association, Ottawa Branch (CMHA) is a private, non-profit charitable organization dedicated to promoting good mental health and improving the quality of life for individuals experiencing serious mental illness. The **Community Support Services** of CMHA provides outreach, long-term intensive support and housing to individuals with serious mental illness and substance abuse disorders who are homeless or at imminent risk of becoming homeless.

**CMHA is currently recruiting for possible future vacancies for the following positions**:

# COMMUNITY SUPPORT WORKER, OUTREACH WORKERS (COURT, HOSPITAL, HOUSING),

# SYSTEMS NAVIGATOR, EXTENDED HOURS

**(Temporary)**

**Type of Position:** Flexible hours required

**Hours of Work**: Full Time, 35 hours per week

**Pay Rate: $34.11 per hour to $37.54 per hour**

**ESSENTIAL MINIMUM QUALIFICATIONS:**

**Education:** University Bachelor degree in a related field of study.

**Experience and Knowledge**:

* Three years’ experience working with people who have a serious mental illness.
* Experience working with individuals who are homeless
* Experience working with individuals in the Criminal Justice system
* Experience working with individuals with a substance use disorder
* Knowledge of community resources in Ottawa
* Knowledge of pertinent legislation affecting clients
* Ability to advocate for individuals within the Mental Health, Criminal Justice and Social Service systems
* Experience in community education and community development (ability to represent CMHA concerning issues of mental health on outside committees)
* Ability to work with a wide variety of professionals
* Ability to assess the person’s needs and determine interventions and services required to respond to the unique needs and preferences of the client.

**DESIRED QUALIFICATIONS:**

**Personal Suitability:**

* Personal experience with mental health services and/or a mental illness or addiction would be considered an asset
* Interest in working as a member of a team
* Ability to work independently in a non-structured environment
* Able to work flexible hours
* Strong belief in a client-directed practice
* Ability to establish and maintain good working relationships with clients, team members and the community at large.
* Non-judgmental attitude toward individuals who choose alternative lifestyles.

**Language:**

* Some Bilingual essential (French/English).
* Some English essential. Bilingual (French/English) preferred.

**Vehicle:**

* Use of a vehicle is essential in meeting the demands of the job.

**Application Deadline:**

Please submit a résumé to **Lisa McCullough @** [**lmccullough@cmhaottawa.ca**](mailto:lmccullough@cmhaottawa.ca)

*The Canadian Mental Health Association is committed to developing inclusive, barrier-free selection processes and work environments. If contacted about this job posting, please advise us if you require any accommodations regarding the interview process.*

Applicants who receive a conditional offer of employment must produce a **Vulnerable Sector Police Records Check**, proof of academic achievement and meet all legal requirements for driving.

We thank all applicants for their interest, however, only those selected for an interview will be contacted.

**Canadian Mental Health Association**

**Ottawa Branch**

# COMMUNITY SUPPORT SERVICES

**JOB DESCRIPTION**

**JOB TITLE: COMMUNITY SUPPORT WORKER**

**ROLE:** To provide and coordinate individual client directed community support services to individuals with a serious mental illness who are homeless or at risk of becoming homeless.

**POINT OF REFERRAL:** Referrals are accepted from the Outreach services of CMHA.

**RESPONSIBLE TO:** Program Manager, Community Support Services

**KEY TASKS:**

1. **CONNECTING WITH CLIENTS:**

The Community Support Worker is expected to establish a supportive, trusting relationship with the client as the primary basis for all other services. The worker will:

* Allow sufficient time and flexibility to initiate a working relationship
* Orient clients to the service, the service delivery model, and agency affiliations
* With client consent, inform family members, significant others and service providers about the availability of and access to the Community Support Worker
* Provide services in the client’s environment of choice
* Provide services in a flexible manner
* Provide support, encouragement, information and feedback to enable clients to realize their goals.

1. **PLANNING AND COORDINATING SERVICES:**

The Community Support Worker is expected to develop a “Community Support Plan” with the client that will outline the supports and services necessary for the individual to live in the community. The worker will:

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Job Description

Community Support Worker

* Undertake, on both an immediate and ongoing basis, comprehensive individualized assessments and service planning that take into account the range of client needs and assist clients in identifying and establishing personal goals
* With the client’s consent, include participating from members of the client’s network in assessment and planning
* Inform clients about the range of services available to meet their needs.

1. **DELIVERY OF SERVICES:**

The Community Support Worker will be expected to ensure that the support service needs of the client have been met. These needs will be met by teaching the individual the necessary skills, by coaching/assisting the individual in completing the task, by actually doing the task for the individual, and/or negotiating with other service providers to deliver the service. The worker will ensure that:

* Rent and other bills are paid
* The client has access to regular meals (through meal preparation and grocery shopping or options such as soup kitchens and day programs)
* Household cleaning is adequate (eliminate/prohibit conditions where insect infestation will be a problem or fire code regulations are violated, purchase and assist in the use of cleaning products)
* The client possesses proper/seasonal clothing (through shopping or thrift stores)
* Accompaniment and/or transportation to appointments is provided when required
* The client is able to attain a comfortable level of personal hygiene
* The client is able to use public transportation if needed
* Assistance is provided with filling out forms and/or responding to “official” correspondence (landlord, social services, medical services)
* Counseling and information is provided to reduce the incidence, duration and intensity of a crisis
* Assistance is given in problem solving, decision making and developing coping skills
* Links are made to community supports that will reduce isolation (drop-ins, day programs)
* Ongoing emotional support is provided
* Isolation and loneliness are reduced through “friendly visiting”.

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Job Description

Community Support Worker

1. **LINKING CLIENTS TO SERVICE:**

The Community Support Worker is expected to develop and maintain a working relationship with community support services in order to achieve clients’ goals. This will include networking with a range of “systems” both formal and informal (family, friends and neighbours) as needed. The worker will:

* Help individuals to locate and obtain resources to meet their housing, medical, mental health, dental, financial assistance, education, vocational and legal needs
* Coordinate case conferences of professionals from various disciplines and family/significant others.

1. **ADVOCACY:**

The Community Support Worker is expected to be knowledgeable about the rights of individuals and the rules affecting them (i.e. Tenant Protection Act, Financial Assistance benefits, Mental Health Act). This includes supporting individuals through the process of dealing with formal systems such as mental health, legal, medical and welfare. The worker will:

* Assist clients in identifying and advocating for their civil and legal rights
* Identify gaps and needed modification in services and bring these to the attention of planners.

1. **SAFETY AND PRACTICE GUIDELINES:**

The Community Support Worker will deliver services in a way that maintains their personal safety and the clients’ physical, social, cultural and emotional well- being. This includes staff developing the appropriate skills and knowledge through ongoing training. The service will comply with specific legislation, standards of practice and the policies and procedures of the agency. The worker will:

* Maintain client files (assessments, service plans, progress notes, correspondence)
* Collect data relevant for program evaluation.

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Job Description

Community Support Worker

1. **WORK EFFECTIVELY AS PART OF A TEAM:**

The Community Support Worker will participate and contribute towards the effective working of the team and overall operation of the agency. The worker will:

* Participate in regular staff supervision, client reviews, team meetings, information and referral assignments, planning activities and/or other activities or special assignments as directed by the Program Manager/Executive Director
* Team members will accept joint responsibility for decisions reached by these processes.

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| **COURT OUTREACH WORKER POSITION DESCRIPTION** |

# Canadian Mental Health Association

## OTTAWA BRANCH

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| **Title:** Court Outreach Worker **Reports to:** Program Manager  **Program:** Community Support Services **Approved by:** Executive Director  **Date Approved:** **Date Revised:** |

*The Canadian Mental Health Association Ottawa Branch aspires to provide client-directed services and programs with and for people with mental health problems and to enhance, promote and maintain the mental health of individuals and communities through education and awareness*.

**POSTION SUMMARY:**

Under the direction of the Manager, Community Support Services, provides comprehensive community treatment, rehabilitation and support to identified individuals with serious mental illness. Initially engages on site at the Provincial Court house with clients who are in conflict with the law and/or through follow-up in the community if release has already occurred. Working in collaboration with the CMHA treatment team, develops a Community Support and Rehabilitation Plan to address issues that led to incarceration and ultimately, that will connect individuals with the ongoing support they need in order to maintain stable and secure community living. Provides a continuum of functions, including, assertive outreach, building therapeutic relationships, client and systems advocacy, symptom management, life skills teaching, supportive counseling, family support and crisis intervention.

**PRINCIPAL RESPONSIBILITIES AND DUTIES:**

**1. Operates as primary liaison between CMHA and designated contacts at the Provincial Court House**

* 1. Liaises with designated contacts at the Provincial Court House ensuring that they have a thorough understanding of CMHA’s roles and functions
  2. Develops a thorough understanding of the roles, functions, and general operation of the Provincial Court House and criminal justice system
  3. Operates within the parameters of the agreed upon service agreement between CMHA and the designated contacts at the Provincial Court House
  4. Ensures that appropriate referrals are being made
  5. Keeps supervisor informed of any operational concerns

1. **Provides clinical intervention to support client needs**
   1. Establishes a trusting relationship with clients
   2. Completes all CMHA intake assessment documentation, including a comprehensive functional assessments of the mental health care and community support needs of the individual
   3. Develops goal focused Community Support and Rehabilitation Plan based on functional assessment of client and other supports as appropriate and requested by client, including family members and/or other natural supports, service providers.
   4. Assists client in determining priorities
   5. Outlines activities to be carried out to client.
   6. Identifies referrals to and coordinates involvement of CMHA Specialist Team members working in different disciplines (nursing, OT, Recreation, concurrent disorders, psychiatry) as part of the client’s plan of care.
   7. Coordinates involvement of outside community resources, working toward the best interest of the client as a member of the community support team.
   8. Formulates client interventions based upon outcomes or goals as derived from the client’s plan of care
   9. Completes an up to date crisis plan for each client on file
   10. Provides a minimum workload of direct client intervention as negotiated with immediate supervisor
   11. Reviews all active files at 6 month intervals for assessment of ongoing involvement. In consultation with direct supervisor and other appropriate CMHA team members, develops recommendations for ongoing support plan of client including: continued Court Outreach Worker support; transfer internally to long term CMHA Community Support Worker support; follow-up with internal CMHA support groups or Specialist Team services; external referral for ongoing support (such as ACT, CTO, MHCSS).

3. Conducts job related activities in accordance with the objectives of the program.

* 1. Provides personal psychiatric rehabilitation, counseling and therapeutic support to clients in achieving goals, particularly in areas related to repeated arrests, incarcerations, hospitalizations, long term hospitalizations, and/or frequent Emergency Room presentations.
  2. Participates in the evaluation of the programme goals and objectives making recommendations on changes to current programme activities for improved service delivery.

**4. Completes and maintains all file management and reporting functions in a comprehensive and timely manner**

* 1. Completes all required recorded client contact appropriately
  2. Completes monthly, annual, and other required documentation
  3. Completes all appropriate functional assessments and treatment plans

**5. Assists clients in accessing and obtaining other community resources where needed and advocates with and for clients to access available resources. Where resources do not exist or are inadequate, advocates within the system to develop or improved essential services and resources for individuals with serious mental illness.**

* 1. Provides clients with information related to their rights under the Mental Health Act and other relevant legislation
  2. Complete relevant documentation related to client awareness and understanding of rights relating to services and confidentiality

**6. Routinely assesses client’s health for potential problems**

* 1. Develops and implements a plan with the client to address any health related concerns
  2. Enlists the assistance of the Registered Nurse where appropriate

**7. Routinely assesses client’s risk of Substance Use Disorder**

* 1. Assesses client at baseline and every 6 months for Substance Use Disorder using standardized assessment tools of the agency
  2. Enlists the assistance of the Community Mental Health and Addiction Worker as appropriate
  3. Refers client to available Concurrent Disorder group and provides any necessary functional supports the client requires to participate

**8. Assesses needs and values of family where family involvement has been indicated in order to support, link, educate and advocate for family as needed.**

* 1. Provides family members with information of available resources, such as the Schizophrenia Society of Ontario, and DMD Support. Where conflicts arise between the wishes of clients and family members, family members are referred to an appropriate alternative service.

**9. Assists other agency staff where skills are applicable**

* 1. Provides additional support and/or back-up to colleagues as required
  2. Co-facilitates skill training, educational, or support groups for clients with CMHA Specialist Team members as appropriate
  3. Participates in the CMHA’s information and referral rotation system as assigned
  4. Participates in the delivery of a variety of educational presentations dealing with mental health, mental illness, and Branch services.
  5. Participates in special events and activities for agency public education campaigns such as Mental Health Week, Mental Illness Awareness Week, and United Way activities

10. Maintains up-to-date knowledge of the Mental Health Act and related legislation, the structure and personnel of the local social agencies, government departments, institutions and other groups concerned with the client population, and trends and development in the community that could affect the provision of mental health services

**11. Delivers services in a way that maintains personal safety and the client’s physical, social, cultural, and emotional well being.**

* 1. Develops the appropriate skills and knowledge through ongoing training.
  2. Delivers that service in a way that complies with specific legislation, standards of practice, and the policies and procedures of the agency.

**12. Participates and contributes toward the effective working of the team and overall operation of the agency.**

* 1. Participates in regular staff supervision, client reviews, team

meetings, information and referral assignments, planning activities and/or other activities or special assignments as directed by the Program Manager/Executive Director

12.2 As a team member, accepts joint responsibility for decisions reached by these processes

**13. Provides support and/or supervision to agency volunteers and students assigned to the program area**

* 1. Provides regular supervision, advice and support to volunteers and student placements in program and service area
  2. Evaluates performance of volunteers and students in the program area

**14. Avails self of opportunities for professional development**

* 1. Brings forward training needs and takes responsibility for seeking out relevant training opportunities
  2. Participates in workshops and seminars as required

**15. Represents program and agency in a professional manner**

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| DISCLAIMER This job description indicates the general nature and level of work expected. It is not designed to cover or contain a comprehensive listing of activities, duties or responsibilities required by the incumbent. The incumbent may be asked to perform other duties as required |

Approved by the Executive Director:

Date:

# Canadian Mental Health Association

**Ottawa Branch**

# Job Specifications – Court Outreach Worker

**Education:**  Requires knowledge and skill acquired through completion of a University degree in Social Work (BSW) or equivalent in human sciences such as a B.A. in Psychology, Criminology with three years recent, relevant experience in the judgment of the employer.

**Experience:** A minimum of three years recent relevant clinical work, in the judgment of the employer, with vulnerable individuals, specifically people who have serious mental illness as well as individuals who are homeless, who have substance use disorders, and/or who have been in conflict with the law.

**Professional Affiliation:** Registration with the Ontario College of Social Workers and Social Service Workers

**Language:** Some positions designated bilingual (French/English) essential. All position English essential

**Knowledge**:

* Comprehensive knowledge of mental illness, substance use disorders and treatments
* Comprehensive knowledge of the criminal justice and Provincial Court systems
* Comprehensive knowledge in the functions and principles of case management and the rehabilitations principles of psycho-social rehabilitation
* Up to date knowledge of relevant mental health policy and legislation including the Mental Health Act
* Knowledge of community based and hospital in-patient/out patient resources;
* Demonstrates specific knowledge of health issues and of social problems associated with psychiatric disabilities, poverty, and the impact of mental illness on functional capacity

**Skills:**

* Ability to establish positive and supportive relationships with clients
* Aility to conduct comprehensive functional assessments that identify the client’s needs and determine interventions and services required to respond to the unique needs and preferences of the client
* Ability to advocate for individuals within the Mental Health, Criminal Justice, and Social Service systems
* Ability to represent CMHA concerning issues of mental health on outside committees
* Ability to work independently in a non-structured environment, including ability to work flexible hours
* Demonstrated strong belief in a client-directed practice
* Demonstrated non judgmental attitude toward individuals who choose alternative lifestyles
* Ability to respond appropriately to crisis situations, including suicide interventions,
* Ability to maintain client files as required by the program, demonstrates appropriate practices such a time management, confidentiality, and the ability to work safely without on site supervision.
* Work experience in Microsoft Office suite environment and/or experience with maintaining electronic client files is a definite asset

**Coping:** Able to maintain a mature problem-solving attitude while dealing with interpersonal conflict, potentially hazardous conditions, personal rejection, hostility or time demands.

**Teamwork:** Able to work with other professionals particularly from other disciplines to problem solve and achieve common goals in a participative manner using a cooperative approach

**Interaction:** Able to communicate with others in a warm and helpful manner while simultaneously building credibility and rapport

**Decision making and problem solving:** Able to take action is solving problems while exhibiting judgment and a realistic understanding of issues, able to use reason, even when dealing with emotional topics/situations.

**Policy and Procedures:** Able to relate to routine operations in a manner that is consistent with existing policy and procedures; able to conform to established policy and procedures.

**Analytical problem solving:** Able to use a systematic approach in solving problems through analysis of problem and evaluation of alternative solutions.

**Energizing:** Able to create positive energy (motivation) in both individuals and groups

**Working Conditions:** May be exposed to unpleasant conditions, second hand smoke, verbal abuse, threat of physical abuse, and communicable diseases. Must be able to climb stairs.

A VALID CLASS F DRIVER’S LICENSE AND MEANS OF TRANSPORTATION ARE REQUIRED FOR THIS POSITION

Successful applicants must satisfy the employer that they meet all legal requirements for driving. Applicants who receive a conditional offer of employment will be required to undergo a security review.

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| DISCLAIMER  Because of the changing nature of work and the work to be done, the job specifications may be changed or altered as required. |

**ED Initials:**

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| **HOSPITAL OUTREACH WORKER POSITION DESCRIPTION** |

# Canadian Mental Health Association

## OTTAWA BRANCH

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| **Title:** Hospital Outreach Worker **Reports to:** Program Manager  **Program:** Community Support Services **Approved by:** Executive Director  **Date Approved:** October 2003 **Date Revised:** April 2014 |

*The Canadian Mental Health Association Ottawa Branch aspires to provide client-directed services and programs with and for people with mental health problems and to enhance, promote and maintain the mental health of individuals and communities through education and awareness*.

**POSITION SUMMARY:**

Under the direction of the Program Manager, Community Support Services provides comprehensive community treatment, rehabilitation, recovery and support to identified individuals with serious mental illness. Initially engages on site with patients about to be discharged from in-patient units or released through the Emergency Department of designated Schedule 1 Psychiatric facilities, and/or through follow-up in the community if discharge has already occurred. Working in collaboration with the CMHA treatment team, develops a treatment plan based on the Ontario Common Assessment Needs (OCAN) to address issues that led to hospitalization and ultimately, that will connect individuals with the ongoing support they need in order to maintain stable and secure community living. Provide a continuum of functions, including, assertive outreach, building therapeutic relationships, client and systems advocacy, symptom management, life skills teaching, supportive counseling, family support and crisis intervention.

**PRINCIPAL RESPONSIBILITIES AND DUTIES:**

**1. Operates as primary liaison between CMHA and the designated Schedule 1 Facilities(s)**

* 1. Liaises with identified Schedule 1 facility staff ensuring that they have a thorough understanding of CMHA’s roles and functions
  2. Develops a thorough understanding of the roles and functions of their assigned Schedule 1 facility
  3. Establishes a trusting relationship with clients by implementing the strategies set forth in Motivational Interviewing (in-patients, out-patients/ER patients)
  4. Operates within the parameters of the agreed upon service agreement between CMHA and the identified Schedule 1 facility
  5. Ensures that appropriate referrals are being made
  6. Keeps supervisor informed of any operational concerns

**2. Provides clinical intervention to support client needs**

* 1. Completes all CMHA intake assessment documentation, including an OCAN of the mental health care and community support needs of the individual
  2. Develops goal focused Treatment Plan based on functional assessment of client and other supports as appropriate and requested by client, including family members and/or other natural supports, service providers.
  3. Assists client in determining priorities
  4. Outlines activities to be carried out to client.
  5. Identifies referrals to and coordinates involvement of CMHA Integrative Services members working in different disciplines (nursing, concurrent disorders, psychiatry, dialectic behavioral therapy, cognitive restructuring and dual diagnosis) as part of the client’s plan of care.
  6. Coordinates involvement of outside community resources, working toward the best interest of the client as a member of the community support team.
  7. Formulates client interventions based upon outcomes or goals as derived from the client’s plan of care
  8. Completes an up to date crisis plan for each client on file
  9. Provides a minimum workload of direct client intervention as negotiated with immediate supervisor
  10. Reviews all active files at 6 month intervals for assessment of ongoing involvement. In consultation with direct supervisor and other appropriate CMHA team members, develops recommendations for ongoing support plan of client including: continued Hospital Outreach Worker support; transfer internally to long term CMHA Community Support Worker support and/or case management light supports; follow-up with internal CMHA support groups or Integrated Services; external referral for ongoing support (such as ACT, CTO, MHCSS). Assists clients with proper closure of services.

3. Conducts job related activities in accordance with the objectives of the program.

* 1. Provides personal psychiatric rehabilitation and recovery, counseling and therapeutic support to clients in achieving goals, particularly in areas related to repeated hospitalizations, long term hospitalizations, and/or frequent Emergency Room presentations.
  2. Participates in the evaluation of the programme goals and objectives making recommendations on changes to current programme activities for improved service delivery.

**4. Completes and maintains all file management and reporting functions in a comprehensive and timely manner**

* 1. Completes all required recorded client contact appropriately
  2. Completes monthly, annual, and other required documentation
  3. Completes all appropriate functional assessments and treatment plans

**5. Assists clients in accessing and obtaining other community resources where needed and advocates with and for clients to access available resources. Where resources do not exist or are inadequate, advocates within the system to develop or improved essential services and resources for individuals with serious mental illness.**

* 1. Provides clients with information related to their rights under the Mental Health Act and other relevant legislation
  2. Complete relevant documentation related to client awareness and understanding of rights relating to services and confidentiality

**6. Routinely assesses client’s health for potential problems**

* 1. Develops and implements a plan with the client to address any health related concerns
  2. Enlists the assistance of the Registered Nurse where appropriate

**7. Routinely assesses client’s risk of Substance Use Disorder**

* 1. Assesses client at baseline and every 6 months for Substance Use Disorder using standardized assessment tools of the agency
  2. Enlists the assistance of the Community Mental Health and Addiction Worker as appropriate
  3. Refers client to available Concurrent Disorder group and provides any necessary functional supports the client requires to participate

**8. Assesses needs and values of family where family involvement has been indicated in order to support, link, educate and advocate for family as needed.**

* 1. Provides family members with information of available resources, such as the Schizophrenia Society of Ontario, and DMD Support and other appropriate supports. Where conflicts arise between the wishes of clients and family members, family members are referred to an appropriate alternative service.

**9. Assists other agency staff where skills are applicable**

* 1. Provides additional support and/or back-up to colleagues as required
  2. Co-facilitates skill training, educational, or support groups for clients with CMHA Specialist Team members as appropriate
  3. Participates in the CMHA’s information and referral rotation system as assigned
  4. Participates in the delivery of a variety of educational presentations dealing with mental health, mental illness, and Branch services.
  5. Participates in special events and activities for agency public education campaigns such as Mental Health Week, Mental Illness Awareness Week, and United Way activities

10. Maintains up-to-date knowledge of the Mental Health Act and related legislation, the structure and personnel of local social agencies, government departments, institutions and other groups concerned with the client population, and trends and development in the community that could affect the provision of mental health services

**11. Deliver service in a way that maintains personal safety and the client’s physical, social, cultural, and emotional well being.**

* 1. Develops the appropriate skills and knowledge through ongoing training.
  2. Delivers that service in a way that complies with specific legislation, standards of practice, and the policies and procedures of the agency.

**12. Participates and contributes toward the effective working of the team and overall operation of the agency.**

* 1. Participates in regular staff supervision, client reviews, team

meetings, information and referral assignments, planning activities and/or other activities or special assignments as directed by the Program Manager/Executive Director

12.2 As a team member, accepts joint responsibility for decisions reached by these processes

**13. Provides support and/or supervision to agency volunteers and students assigned to the program area**

* 1. Provides regular supervision, advice and support to volunteers and student placements in program and service area
  2. Evaluates performance of volunteers and students in the program area

**14. Avails self of opportunities for professional development**

* 1. Brings forward training needs and takes responsibility for seeking out relevant training opportunities
  2. Participates in workshops and seminars as required

**15. Represents program and agency in a professional manner**

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| DISCLAIMER This job description indicates the general nature and level of work expected. It is not designed to cover or contain a comprehensive listing of activities, duties or responsibilities required by the incumbent. The incumbent may be asked to perform other duties as required |

Approved by the Executive Director:

Date:

# Canadian Mental Health Association

**Ottawa Branch**

# Job Specifications – Hospital Outreach Worker

**Education:**  Requires knowledge and skill acquired through completion of a University degree in Social Work (BSW) or equivalent in human sciences such as a B.A. in Psychology, Criminology with three years recent, relevant experience in the judgment of the employer.

**Experience:** A minimum of three years recent relevant clinical work, in the judgment of the employer, with vulnerable individuals, specifically people who have serious mental illness as well as individuals who are homeless, who have substance use disorders, and/or who have been in conflict with the law.

**Professional Affiliation:** Registration with the Ontario College of Social Workers and Social Service Workers

**Language:**

2 positions Bilingualism (French/English). Fluency and comfort in oral and written communication is essential.

5 Positions English essential, Bilingualism (French/English) is preferred

**Knowledge**:

* Comprehensive knowledge of mental illness, substance use disorders and treatments
* Comprehensive knowledge in the functions and principles of case management and the rehabilitations principles of psycho-social rehabilitation
* Up to date knowledge of relevant mental health policy and legislation including the Mental Health Act
* Knowledge of community based and hospital in-patient/out-patient resources;
* Demonstrates specific knowledge of health issues and of social problems associated with psychiatric disabilities, poverty, and the impact of mental illness on functional capacity

**Skills:**

* Ability to establish positive and supportive relationships with clients
* ability to conduct comprehensive functional assessments that identify the client’s needs and determine interventions and services required to respond to the unique needs and preferences of the client
* Ability to advocate for individuals within the Mental Health, Criminal Justice, and Social Service systems
* Ability to represent CMHA concerning issues of mental health on outside committees
* Ability to work independently in a non-structured environment, including ability to work flexible hours
* Demonstrated strong belief in a client-directed practice
* Demonstrated non judgmental attitude toward individuals who choose alternative lifestyles
* Ability to respond appropriately to crisis situations, including suicide interventions,
* Ability to maintain client files as required by the program, demonstrates appropriate practices such a time management, confidentiality, and the ability to work safely without on site supervision.
* Work experience in Microsoft Office suite environment and/or experience with maintaining electronic client files is a definite asset

**Coping:** Able to maintain a mature problem-solving attitude while dealing with interpersonal conflict, potentially hazardous conditions, personal rejection, hostility or time demands.

**Teamwork:** Able to work with other professionals particularly from other disciplines to problem solve and achieve common goals in a participative manner using a cooperative approach

**Interaction:** Able to communicate with others in a warm and helpful manner while simultaneously building credibility and rapport

**Decision making and problem solving:** Able to take action is solving problems while exhibiting judgment and a realistic understanding of issues, able to use reason, even when dealing with emotional topics/situations.

**Policy and Procedures:** Able to relate to routine operations in a manner that is consistent with existing policy and procedures; able to conform to established policy and procedures.

**Analytical problem solving:** Able to use a systematic approach in solving problems through analysis of problem and evaluation of alternative solutions.

**Energizing:** Able to create positive energy (motivation) in both individuals and groups

**Working Conditions:** May be exposed to unpleasant conditions, second hand smoke, verbal abuse, threat of physical abuse, and communicable diseases. Must be able to climb stairs.

A VALID CLASS F DRIVER’S LICENSE AND MEANS OF TRANSPORTATION ARE REQUIRED FOR THIS POSITION

Successful applicants must satisfy the employer that they meet all legal requirements for driving. Applicants who receive a conditional offer of employment will be required to undergo a security review.

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ED Initials:

**Canadian Mental Health Association**

**Ottawa Branch**

**COMMUNITY SUPPORT SERVICES**

**JOB DESCRIPTION**

**JOB TITLE: OUTREACH WORKER**

**ROLE:** To address the housing and support needs of homeless or marginally housed individuals with a serious mental illness

**POINT OF REFERRAL:** Emergency shelters, individuals living in the community at high risk of becoming homeless.

**RESPONSIBLE TO:** Program Manager, Mental Health Community Support Services.

**KEY TASKS:**

**1. ASSIST INDIVIDUALS TO ACCESS AND MAINTAIN THE COMMUNITY**

**HOUSING OF THEIR CHOICE:**

Addressing the housing and support service needs of individuals includes the following activities:

* Assistance in identifying housing and support needs based upon the wants and needs of the individual.
* Informal counseling in order to establish a supportive relationship and better assess housing and related support needs.
* Assistance with application to housing programs.
* Assistance and liaison with other services needed to secure housing such as financial assistance (GWA/FBA), Supplementary Aid, medical services, legal aid and acting as a supportive escort to service.
* Arranging for support services such as home support, case management, daily living support, assistance with moving, food banks/meals, and day/drop-in programs required by the individuals to maintain housing.
* Brokering the identified “formal” service needs between the various systems involved with the individual (i.e. mental health system and the legal system).
* Fostering “informal support” to meet identified needs.
* Landlord/Tenant negotiations.

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Job Description

Outreach Worker

* Availability for follow-up until ongoing support service can be arranged so that housing is maintained and the individual does not return to the emergency shelter system.

**2.** **NETWORKING:**

The Outreach Worker is expected to be knowledgeable about and to maintain a working relationship with relevant community and hospital services.

The Outreach Worker is expected to network with other “systems” both formal and informal (family, friends, neighbours) as needed.

**3. REFERRAL SERVICES:**

The Outreach Worker is expected to help individuals to locate and obtain the resources that will assist them in accessing and maintaining the community housing of their choice.

**4. GENERAL ADVOCACY:**

The Outreach Worker is expected to be knowledgeable about the rights of individuals and the rules affecting them – Landlord and Tenant Act, financial assistance benefits, the Mental Health Act, the Advocacy Act., etc. This includes supporting individuals through the process of dealing with formal systems such as mental health, legal, medical welfare, etc.

**5. SAFETY:**

The Outreach Worker will deliver services in a way that maintains their personal safety and the clients’ physical, social, cultural and emotional well being. This includes staff developing the appropriate skills and knowledge through ongoing training. The service will comply with specific legislation and standards of practice and relevant policies.

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Job Description

Outreach Worker

**6. WORK EFFECTIVELY AS A TEAM:**

The Outreach Worker will participate and contribute towards the effective working of the team and service. Workers will maintain regular participation in team meetings, planning groups and regular staff supervision. Team members will accept joint responsibility for decisions reached by these processes.

August 11.2006

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| **SYSTEMS NAVIGATOR POSITION DESCRIPTION** |

# Canadian Mental Health Association

## OTTAWA BRANCH

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| **Title:** Systems Navigator **Reports to:** Program Manager  **Program:** Community Support Services **Approved by:** Executive Director  **Date Approved:** May, 2014 |

*The Canadian Mental Health Association Ottawa Branch aspires to provide client-directed services and programs with and for people with mental health problems and to enhance, promote and maintain the mental health of individuals and communities through education and awareness*.

**POSTION SUMMARY:**

Under the direction of the Manager, Mental Health and Community Support Services, provides information, support and assistance to individuals living with a mental illness, their families and health service providers. The role is two-fold; one, to provide a central access point for MHCSS through screening, eligibility assessment and referral, and two, to provide high quality comprehensive information on community mental health resources and services both by telephone and in-person.

**PRINCIPAL RESPONSIBILITIES AND DUTIES:**

1. **Eligibility Assessment and Screening for MHCSS:**
   1. Respond to individuals and or family members seeking MHCSS intensive case management services by screening for eligibility and if eligible, gathering baseline information and placing on the waitlist.
   2. Provide recommendations for interim resources while on waitlist based on assessed needs and preferences.
   3. Manage the MHCSS waitlist for intensive case management services.
   4. Contact individuals and conduct comprehensive assessment for services as vacancies arise.
   5. Manage the transfer of client information to the receiving partner agency.
   6. Work with the program coordinator to review the eligibility and assessment screening process for MHCSS.
2. **Mental Health Systems' Navigation:**
   1. Respond to individuals and/or family members by telephone or on a walk in basis to provide information and support for their unique needs and situation.
   2. Respond effectively to callers of CMHA Ottawa utilizing active listening skills through assessment and problem solving techniques.
   3. Respond effectively to on site 'walk in' clients, family, or professionals.
   4. After screening and assessment, work as a liaison to connect individuals and families with appropriate community resources.
   5. Develop formal links and networks with other information response and referral type positions working with similar client groups.
   6. Provide consultation service to outside agencies needing assistance to plan services for individuals with complex needs.
   7. Provide consultation to CMHA and MHCSS staff in the area of community resource information.
   8. Keep up to date with knowledge of external community resources and internal CMHA Ottawa resources.
   9. Facilitate group sessions as required.
3. **Administration:**
   1. Ensure all file management and reporting functions are maintained in a comprehensive and timely manner.
   2. Complete all required client contacts appropriately.
   3. Complete monthly, annual and other required reporting documentation.
   4. Participate in the evaluation of program goals and objectives making recommendations on changes to current program activities for improved service deliver.
4. **Participates and contributes toward the effective working of the service and overall operation of the agency:**
   1. Participate in regular supervision meetings with the Program Coordinator.
   2. Participate in MHCSS supervisor and director meetings as needed.
   3. Attend community events and forums to engage with families and community members and represent CMHA
5. **Deliver services in a way that maintains personal safety and the client’s physical, cultural, and emotional well-being.**
   1. Develop the appropriate skills and knowledge through ongoing training.
   2. Delivers the service in a way that complies with specific legislation, standards of practice, and the policies and procedures of the agency.
6. **Maintain up-to-date knowledge of the Mental Health Act and related legislation, the structure and personnel of local social agencies, government departments, institutions and other groups concerned with the client population, and trends and development in the community that could affect the provision of mental health services.**
7. **Provide support and /or supervision to agency volunteers and students assigned to the program area.**
   1. Provide regular supervision, advice and support to volunteers and student placements in the program and service area.
   2. Evaluate performance of volunteers and students in the program area.
8. **Avail self of opportunities for professional development.**
   1. Brings forward training needs and takes responsibility for seeking relevant training opportunities.
   2. Participates in workshops and seminars as required.
9. **Represent program and agency in a professional manner.**

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| DISCLAIMER This job description indicates the general nature and level of work expected. It is not designed to cover or contain a comprehensive listing of activities, duties or responsibilities required by the incumbent. The incumbent may be asked to perform other duties as required |

Approved by the Executive Director:

Date:

**Canadian Mental Health Association**

**Ottawa Branch**

**Job Specifications -- System Navigator**

**Education:** University degree in Social Work (BSW) or equivalent in human sciences such as a B.A. in Psychology or Criminology.

**Experience and Knowledge:** Five years recent relevant clinical work with vulnerable individuals, specifically people who have serious mental illness as well as individuals who are homeless, who have substance use disorders, and/or who have been in conflict with the law.

**Language:** Fluency and comfort, verbal and written, in English and French is essential. Testing will be conducted to verify French language proficiency.

**Professional Affiliation:** Registration with the Ontario College of Social Workers and Social Service Workers or an equivalent college.

**License and Vehicle:** Valid class G driver's license and use of a vehicle is essential in meeting the demands of the job.

**Skills and Abilities:**

* Comprehensive knowledge of mental illness, substance use disorders and treatments.
* Comprehensive knowledge of the functions and principles of case management and the rehabilitations principles of psycho-social rehabilitation.
* Up-to-date knowledge of relevant mental health policy and legislation including the Mental Health Act.
* Comprehensive knowledge of both Francophone and Anglophone community based services including but not limited to hospital in-patient/out-patient resources, housing, addiction treatment providers, community mental health services etc.
* Demonstrates specific knowledge of health issues and of social problems associated with psychiatric disabilities, poverty and the impact of mental illness on functional capacity.
* Superior experience with quickly screening and assessing client need, preferences and situations to determine service recommendations.
* Experience facilitating groups

**Skills:**

* Ability to establish positive and supportive relationships with clients and families and effective working relationships/linkages with other community service providers.
* Ability to maintain current, in-depth and extensive knowledge of mental health, addictions and partner sector services and resources.
* Ability to advocate for individuals within the Mental Health, Criminal Justice, Social Service Systems and other systems as needed.
* Ability to represent CMHA concerning issues of mental health on outside committees.
* Ability to respect and value the diversity and unique needs of communities and individuals.
* Ability to work independently in a non-structured environment, including the ability to work flexible hours.
* Demonstrated strong belief in a client-directed practice.
* Demonstrated non-judgmental attitude toward individuals who choose alternative lifestyles.
* Ability to respond appropriately to crisis situations, including suicide interventions.
* Ability to maintain client files as required by the program, demonstrates appropriate practices such as time management, confidentiality and the ability to work safely without on-site supervision.
* Work experience in Microsoft Office Suite environment and experience with maintaining electronic client files are required.
* Ability to work in a manner that ensures both worker and client safety.

**Personal Suitability:**

* Maintains a mature problem-solving attitude while dealing with interpersonal conflict, potentially hazardous conditions, personal rejection, hostility or time demands.
* Works with other professionals particularly from other disciplines to problem solve and achieve common goals in a participative manner using a cooperative approach.
* Communicates with individuals who may identify or appear to have a service need in a warm and helpful manner while simultaneously building credibility and rapport.
* Uses a systematic approach in solving problems through analysis of problem and evaluation of alternative solutions.
* Takes action in solving problems while exhibiting judgment and a realistic understanding of issues, able to use reason, even when dealing with emotional topics/situations.
* Relates to routine operations in a manner that is consistent with existing policy and procedures; able to conform to established policy and procedures.
* Creates positive energy (motivation) in both individuals and groups.
* Avails self of opportunities for ongoing professional learning and development.
* May be exposed to unpleasant conditions, second hand smoke, verbal abuse, threat of physical abuse and communicable diseases. Must be able to climb stairs.

Successful applicants must satisfy the employer that they meet all legal requirements for driving. Applicants who receive a conditional offer of employment will be required to undergo a security review.

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| DISCLAIMER  Because of the changing nature of work and the work to be done, the job specifications may be changed or altered as required. |

ED Initials: Date: