

EXTERNAL POSTING

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 and long-term intensive support to individuals with serious mental illness and substance abuse disorders who are homeless or at imminent risk of becoming homeless.

CMHA currently has a vacancy for the following position:

SYSTEMS NAVIGATOR (Permanent) Bilingual Essential Wednesday to Sunday

Type of Position: Permanent Full-Time

Hours of Work: 35 hours per week, Wednesday to Sunday, 9:00 am – 5:00 pm

Pay Rate: \$37.42 to \$39.06 per hour (BSW) OR
\$39.65 to \$41.37 per hour (MSW)

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.

ESSENTIAL MINIMUM QUALIFICATIONS:

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

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

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.
- ❑ 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.
- ❑ Experience with quickly screening and assessing client needs, preferences and situations to determine service recommendations.
- ❑ Experience in working with and for a multicultural population.
- ❑ Experience in report writing and data management.
- ❑ Experience with multi stakeholder engagement and collaboration.

Skills:

- ❑ Ability to establish positive and supportive relationships with clients and families.
- ❑ Ability to identify and develop effective working relationships/linkages with other community service providers.
- ❑ 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 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 facilitate meetings/conferences with partners and community agencies.

Personal Suitability:

- ❑ Able to maintain a mature problem-solving attitude while dealing with interpersonal conflict, potentially hazardous conditions, personal rejection, hostility or time demands.
- ❑ 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.
- ❑ Able to efficiently manage time and set priorities given multiple and ongoing requests from the community.
- ❑ Able to communicate with others in a warm and helpful manner while simultaneously building credibility and rapport.
- ❑ Ability to take action in solving problems while exhibiting judgment and a realistic understanding of issues, able to use reason, even when dealing with emotional topics/situations.
- ❑ 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.
- ❑ Able to use a systematic approach in solving problems through analysis of problem and evaluation of alternative solutions.
- ❑ Able to create positive energy (motivation) in both individuals and groups.
- ❑ May be exposed to unpleasant conditions, secondhand smoke, verbal abuse, threat of physical abuse and communicable diseases. Must be able to climb stairs.

Language: Bilingual (English/French) essential.

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

Application Deadline:

Please submit a résumé to **Recruitment** at recruitment@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.

SYSTEMS NAVIGATOR POSITION DESCRIPTION

Canadian Mental Health Association OTTAWA BRANCH

Title: Systems Navigator
Program: Community Support Services
Date Approved: May, 2014

Reports to: Program Manager
Approved by: Executive Director

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:

- 1.1. 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.
- 1.2. Provide recommendations for interim resources while on waitlist based on assessed needs and preferences.
- 1.3. Manage the MHCSS waitlist for intensive case management services.
- 1.4. Contact individuals and conduct comprehensive assessment for services as vacancies arise.
- 1.5. Manage the transfer of client information to the receiving partner agency.
- 1.6. Work with the program coordinator to review the eligibility and assessment screening process for MHCSS.

2. Mental Health Systems' Navigation:

- 2.1. 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.
- 2.2. Respond effectively to callers of CMHA Ottawa utilizing active listening skills through assessment and problem solving techniques.
- 2.3. Respond effectively to on site 'walk in' clients, family, or professionals.
- 2.4. After screening and assessment, work as a liaison to connect individuals and families with appropriate community resources.
- 2.5. Develop formal links and networks with other information response and referral type positions working with similar client groups.
- 2.6. Provide consultation service to outside agencies needing assistance to plan services for individuals with complex needs.
- 2.7. Provide consultation to CMHA and MHCSS staff in the area of community resource information.
- 2.8. Keep up to date with knowledge of external community resources and internal CMHA Ottawa resources.
- 2.9. Facilitate group sessions as required.

3. Administration:

- 3.1. Ensure all file management and reporting functions are maintained in a comprehensive and timely manner.
- 3.2. Complete all required client contacts appropriately.
- 3.3. Complete monthly, annual and other required reporting documentation.
- 3.4. 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:

- 4.1. Participate in regular supervision meetings with the Program Coordinator.
- 4.2. Participate in MHCSS supervisor and director meetings as needed.
- 4.3. 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.

- 5.1. Develop the appropriate skills and knowledge through ongoing training.
- 5.2. 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.

7.1. Provide regular supervision, advice and support to volunteers and student placements in the program and service area.

7.2. Evaluate performance of volunteers and students in the program area.

8. Avail self of opportunities for professional development.

8.1. Brings forward training needs and takes responsibility for seeking relevant training opportunities.

8.2. Participates in workshops and seminars as required.

9. Represent program and agency in a professional manner.

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: Bilingual essential.

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.

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: