



Canadian Mental
Health Association
Ottawa
Mental health for all

Association canadienne
pour la santé mentale
Ottawa
La santé mentale pour tous

EXTERNAL POSTING

(May 2022)

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.

COORDINATOR, BROKERAGE SERVICE PROJECT

Type of Position: Permanent Full-Time

Hours of Work: 35 hours per week, Monday to Friday, 8:30 am - 4:30 pm

Pay Rate: \$37.96 to \$39.68 per hour

The target population is comprised of individuals with a dual diagnosis. Please note that this position may require some travel within the Eastern Ontario area that is outside Ottawa. The selected candidate may be required to use videoconferencing equipment to support their work.

The successful candidate will be responsible for creating appropriate, timely and meaningful support circles for people with complex needs, primarily a developmental handicap and a mental health problem (dual diagnosis).

ESSENTIAL MINIMUM QUALIFICATIONS:

Education:

Minimum Bachelor's degree in Social Work or equivalent in human sciences.

Experience and Knowledge:

- Minimum five years experience working with people with a dual diagnosis.
- Computer literacy.
- Demonstrated superior skills in working with a range of clients, families and multiple agencies.
- Demonstrated superior ability presenting educational information and facilitating planning groups composed of clients, families and service providers.

- Experience in designing the evaluation of projects.
- Experience in working with committees, supporting the work of committees and the ability to write reports on committee planning.

Language:

- Bilingual (French/English) essential.

Vehicle:

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

Application Deadline:

Please submit and 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.

Canadian Mental Health Association
Ottawa Branch

JOB DESCRIPTION

JOB TITLE: **Coordinator, Brokerage Service Project**

ROLE: The Coordinator is responsible for creating appropriate, timely and meaningful support circles for people with complex needs, primarily a developmental handicap and a mental health problem (dual diagnosis).

RESPONSIBLE TO: Program Manager, Dual Diagnosis.

Major Responsibilities:

The Coordinator, Brokerage Service project will:

- Respond quickly to all referrals.
- Meet with referral source to review, analyze and assess expected outcomes of service delivery.
- Document outcome-based goals of referral.
- Assess care provider's expertise, knowledge and training needs.
- Orient care providers to brokerage services, supports and resources.
- Assist care providers in the development of crisis plans when the person that they are supporting is "at risk" to safety of self or others, family breakdown, risk of homelessness, jail and/or urgent need for hospitalization is present.
- Coordinate and develop comprehensive, individualized supports/networks for people.
- Set up planning meetings and organize support circles for people who have a dual diagnosis.
- Create a system of communication for the person with a dual diagnosis, his or her family, the case manager and the circle of support.
- Facilitate monthly circle of support/team meetings ensuring that the person with the complex needs preferred communication style is supported in order that he or she can actively participate.
- Record minutes of support team meetings on flip charts for all to see (ensuring transparency of the process).
- Translate flipcharts into work plans and provide positive feedback on current status of circle of support/team building activities towards assisting the individual to achieve his or her goals and/or care providers' outcomes are documented on the referral form.
- Obtain feedback/evaluation of the documentation outcomes when "fading-out" of the circle of support/team-building process.

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Coordinator, Brokerage Service

- Create in-service and /or inter-agency training sessions related to challenges/barriers arising from working with/supporting someone with extremes of behaviours and/or moods.
- Provide job-coaching, support, on-going communication and follow-up with case manager of individual with multiple problems that cross several systems.
- Conduct strengths assessments of individual with the dual diagnosis, his or her family members as well as each circle of support/team member to create a solid foundation for a strength-based approach to long-term individualized planning/work to follow.
- Develop monthly work plans to shift the circle of support/team members toward the dually diagnosed person's long-term vision and goals of living.
- Network, broker, act as a go-between with community supports and services in the various systems of Health, Social Services, Justice and Education on behalf of individual and his or her circle of support.
- Ensure monthly follow-up with a members of support circle.
- Advocate/negotiate for access to existing services for individuals across the system.
- Advocate/create new services and supports when none exist.
- Advocate/mediate for accommodations/change to current services and supports so that they are tailored to individual needs.
- Provide technical support, education, coaching, consultation, assessment and direct skills teaching interventions to systems players and/or programs which support individuals with developmental disability and mental health needs.
- Participate in relevant community development initiatives, committees, and special projects as assigned by supervisor.
- Prepare statistics and analysis of cost-saving activities for the project when required.
- Maintain a referral roster.
- Maintain minimal documentation/files of positive-based work and/or outcomes of strength-based approaches.
- Design and deliver "Special Projects" (community development initiatives for people with a dual diagnosis).
- Maintain and catalogue an inventory of resources and tools for the purpose of ensuring/stimulating professional development of those working with people with a dual diagnosis.
- Develop interagency partnerships/strategic alliances with care providers so that individuals can access appropriate services.

All CMHA staff have fundamental responsibilities related to the organization which include:

- Attendance at staff and team meetings.
- Compliance with legal/regulatory requirements of working at CMHA Ottawa.
- Awareness of and compliance with the policies and procedures of CMHA and the Mental Health Community Support Services.
- Assistance in a staff rotation of information and referral responsibilities.

QUALIFICATIONS:

- Minimum of a Bachelor's degree.
- Five years experience working with people with a dual diagnosis (developmental handicap and mental illness).
- Computer literacy.
- Demonstrated superior skills in working with a range of clients, families and multiple agencies.
- Demonstrated superior ability to present educational information and to facilitate a planning group composed of clients, families and service providers.
- Experience in designing evaluations of projects.
- Experience in working with committees, supporting the work of committees and ability to write reports of committee planning.

Language Designation:

- English, written and spoken essential.
- French, written and spoken essential.

Vehicle:

- A valid driver's license and means of transportation are essential in meeting the demands of 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 as a condition of employment.