



Canadian Mental
Health Association
Ottawa
Mental health for all

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

EXTERNAL POSTING

(June 2023)

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:

COURT OUTREACH WORKER

Type of Position: Temporary Full-Time
Length of Term: Until March 31, 2024, with the possibility of extension.
Hours of Work: 35 hours per week, Monday to Friday, 8:30 am - 4:30 pm
Pay Rate: \$37.84 - \$39.57 (BSW) OR
\$40.23 - \$42.07 (MSW)

ESSENTIAL MINIMUM QUALIFICATIONS:

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

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

Experience and Knowledge:

- ☐ Three 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 rehabilitation 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.

- ❑ Demonstrated 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 clients' 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.
- ❑ Ability to work in a manner that ensures both worker and client safety
- ❑ 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, demonstrating 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/or experience with maintaining electronic files are definite assets.

DESIRED QUALIFICATIONS:

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 communicate with others in a warm and helpful manner while simultaneously building credibility and rapport.
- ❑ Able 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 policies and procedures; able to conform to established policies 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, second-hand smoke, verbal abuse, threat of physical abuse and communicable diseases. Must be able to climb stairs.

Language:

- ❑ Bilingual (French/English) essential.

Vehicle:

- ❑ Use of a vehicle and a valid Class G Driver's License are 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.

COURT OUTREACH WORKER POSITION DESCRIPTION

Canadian Mental Health Association OTTAWA BRANCH

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**
 - 1.1 Liaises with designated contacts at the Provincial Court House ensuring that they have a thorough understanding of CMHA's roles and functions
 - 1.2 Develops a thorough understanding of the roles, functions, and general operation of the Provincial Court House and criminal justice system
 - 1.3 Operates within the parameters of the agreed upon service agreement between CMHA and the designated contacts at the Provincial Court House
 - 1.4 Ensures that appropriate referrals are being made
 - 1.5 Keeps supervisor informed of any operational concerns

2. Provides clinical intervention to support client needs

- 2.1 Establishes a trusting relationship with clients
- 2.2 Completes all CMHA intake assessment documentation, including a comprehensive functional assessments of the mental health care and community support needs of the individual
- 2.3 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.
- 2.4 Assists client in determining priorities
- 2.5 Outlines activities to be carried out to client.
- 2.6 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.
- 2.7 Coordinates involvement of outside community resources, working toward the best interest of the client as a member of the community support team.
- 2.8 Formulates client interventions based upon outcomes or goals as derived from the client's plan of care
- 2.9 Completes an up to date crisis plan for each client on file
- 2.10 Provides a minimum workload of direct client intervention as negotiated with immediate supervisor
- 2.11 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.

- 3.1 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.
- 3.2 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

- 4.1 Completes all required recorded client contact appropriately
- 4.2 Completes monthly, annual, and other required documentation
- 4.3 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.**
 - 5.1 Provides clients with information related to their rights under the Mental Health Act and other relevant legislation
 - 5.2 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**
 - 6.1 Develops and implements a plan with the client to address any health related concerns
 - 6.2 Enlists the assistance of the Registered Nurse where appropriate
7. **Routinely assesses client's risk of Substance Use Disorder**
 - 7.1 Assesses client at baseline and every 6 months for Substance Use Disorder using standardized assessment tools of the agency
 - 7.2 Enlists the assistance of the Community Mental Health and Addiction Worker as appropriate
 - 7.3 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.**
 - 8.1 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**
 - 9.1 Provides additional support and/or back-up to colleagues as required
 - 9.2 Co-facilitates skill training, educational, or support groups for clients with CMHA Specialist Team members as appropriate
 - 9.3 Participates in the CMHA's information and referral rotation system as assigned
 - 9.4 Participates in the delivery of a variety of educational presentations dealing with mental health, mental illness, and Branch services.
 - 9.5 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.**
 - 11.1 Develops the appropriate skills and knowledge through ongoing training.
 - 11.2** 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.**
 - 12.1 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**
 - 13.1 Provides regular supervision, advice and support to volunteers and student placements in program and service area
 - 13.2 Evaluates performance of volunteers and students in the program area
- 14. Avails self of opportunities for professional development**
 - 14.1 Brings forward training needs and takes responsibility for seeking out relevant training opportunities
 - 14.2 Participates in workshops and seminars as required
- 15. Represents 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 – 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: English essential. Bilingual (English/French) preferred.

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
- 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 as 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 in 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 G 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.

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: