



Canadian Mental  
Health Association  
Ottawa  
*Mental health for all*

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

## 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:**

### HOSPITAL OUTREACH WORKER (TCM) Temporary

**Type of Position:** Temporary Full-time  
**Length of Term:** Expected 1 Year, with the possibility of extension.  
**Hours of Work:** 35 hours per week, Monday to Friday, 8:30am - 4:30pm  
**Rate of Pay:** \$37.84 - \$39.57 per hour (BSW) OR  
\$40.23 - \$42.07 per hour (MSW)

#### **ESSENTIAL MINIMUM QUALIFICATIONS:**

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

#### **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 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 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/or experience with maintaining electronic client files are definite assets

### **DESIRED QUALIFICATIONS:**

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

### **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.

- ❑ 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:**

- ❑ English essential.

**Vehicle:**

- ❑ 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](mailto:recruitment@cmhaottawa.ca)**.

*The Canadian Mental Health Association is committed to developing inclusive, barrier-free selection processes and work environments. If contacted regarding this job posting, please advise if there are any accommodation measures you may require.*

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.

## HOSPITAL OUTREACH WORKER POSITION DESCRIPTION

### Canadian Mental Health Association OTTAWA BRANCH

**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)**
  - 1.1 Liaises with identified Schedule 1 facility staff ensuring that they have a thorough understanding of CMHA's roles and functions

- 1.2 Develops a thorough understanding of the roles and functions of their assigned Schedule 1 facility
- 1.3 Establishes a trusting relationship with clients by implementing the strategies set forth in Motivational Interviewing (in-patients, out-patients/ER patients)
- 1.4 Operates within the parameters of the agreed upon service agreement between CMHA and the identified Schedule 1 facility
- 1.5 Ensures that appropriate referrals are being made
- 1.6 Keeps supervisor informed of any operational concerns

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

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

- 3.1 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.
- 3.2 Participates in the evaluation of the program goals and objectives making recommendations on changes to current program 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.**

Provides clients with information related to their rights under the Mental Health Act and other relevant legislation  
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 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**
  - 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 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.**
  - 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 – 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:** English essential. Bilingual 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 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.

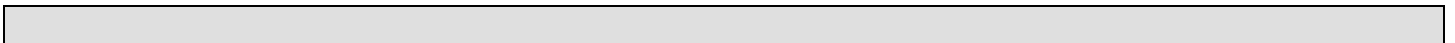
**Analytical problem solving:** Able to use a systematic approach in solving problems through analysis of problem and evaluation of alternative solutions.

**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: