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Job Posting **Crisis Support Worker**

Roots Community Services Inc. (RootsCS) is a charitable, multi-service organization serving primarily Black, African and Caribbean (BAC) communities in the regions of Peel and Halton. We are committed to strengthening and enhancing the quality of life of families and individuals, by providing culturally sensitive programs, services and support. We create pathways for BAC individuals to reach their full potential through service provision, advocacy, and education aimed at fostering health, wellness, and overall quality of life.

About the Position:

The Crisis Support Worker will collaborate with a multidisciplinary team in the Region of Peel to assist individuals in crisis due to severe mental illness. Responsibilities include triaging calls on the crisis line, conducting risk and safety assessments, performing mental status examinations, and supporting clients in the community. The role also involves developing and implementing follow-up plans including brief monitoring, referrals to community organizations, or coordination with existing support networks. The primary goals are risk mitigation and preventing ongoing or future crises.

This position is a collaboration between Roots Community Services and Canada Mental Health Association – Dufferin-Peel.

We are seeking to fill two positions. Please note that these are potentially high-risk and stressful.

Term of work: Full time

Hours of Work: 12-hour shifts on a rotational schedule, including overnights, weekends and public holidays.

Compensation: \$68,000 to \$73,000 annually plus benefits

Major Responsibilities:

- Provide immediate crisis line response, initial triage, crisis stabilization, and development of intervention plans
- Provide needed assistance and follow-up post-crisis with telephone check-ins, mobile crisis response, or connect clients to appropriate follow-up agencies/networks
- Conduct risk and safety assessments and mental status examinations to promote healthy coping strategies and assist in developing follow-up and safety plans for clients in the community
- Work side by side in "ride along" with police officers and other crisis support workers in completing mobile crisis intervention assessments
- Form collaborative relationships with colleagues and strong partnerships with hospitals, law enforcement agencies, and mental health and social service agencies to build effective crisis service delivery in the community
- Assist in identifying and developing goals toward understanding the prevention, treatment, and rehabilitation of individuals with mental illness and addiction concerns
- Maintain appropriate record-keeping/documentation, client files, and statistical and outcome measurement tools as RootsCS policies and procedures require
- Work effectively and collaboratively with program teams, internal and external, to RootsCS
- Participate in agency and community meetings, committees and workgroups as required
- Participate in ongoing professional development and supervision around crisis work
- Assist in identifying and developing goals toward understanding the prevention, treatment and rehabilitation of individuals with mental illness
- Attend and actively participate in team and other client-related program meetings as required
- Assist with the development, implementation and evaluation of the program
- Other related duties as assigned.

Key Requirements:

- Valid driver's license, regular access to a vehicle with valid insurance. Travel by car within the community and to clients' homes is required
- A satisfactory current Vulnerable Sector Screening (Criminal Record Check) report
- Current CPR and First-Aid certification
- Fluency in French or African (Native) Languages is an asset.

Qualifications & Other Requirements:

- University Degree in social work, counselling psychotherapy, psychology, nursing, occupational therapy or related discipline
- Must be a Regulated Health Professional and adhere to standards of practice as per the designated regulatory body
- Minimum three years of experience working in the acute mental health sector, preferably in the community
- Experience with crisis intervention techniques and theory-based practice in working with the seriously mentally ill, including a good understanding of the Mental Health Act and DSM V as it relates to crisis

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- Knowledge of risk assessments, suicide prevention, and principles of crisis theory and intervention
- Experience intervening effectively in clinical situations requiring the management of disturbed behaviour
- Comfortable working on the phone and in person in potentially high-risk and stressful situations
- Commitment to staying current on relevant legislation, best practices, research, policies and procedures, including ongoing professional development
- Comfortable lifting and carrying objects up to 10 lbs and sitting for long periods.
- Knowledge of family and social systems, especially in the Region of Peel
- Ability to work collaboratively and in partnership with a multidisciplinary team and other agencies in the community, including the ability to work with police, court system, and inpatient and outpatient mental health systems
- Understanding of the primary use of psychotropic medications, psychiatric diagnosis, and formulation of the mental health assessment for a diverse age group and population
- Aptitude for working effectively and sensitively with people from diverse cultural backgrounds
- Strong understanding of the specialized needs of Black communities who may be experiencing challenges related to anti-Black racism
- Knowledge of and sensitivity to the lived experiences and diverse needs, identities and backgrounds of the Black population in underserved communities
- Knowledge of the Black, African and Caribbean communities, including an understanding of cultural and local programs and services to which to refer clients
- Understanding of Anti-Oppression and Anti-Racism Framework and ability to integrate it into the leadership style
- Able to function well under pressure and in a fluid environment.
- Demonstrated ability to use computer programs for data entry for assessments
- Excellent oral and written communication, organizational and problem-solving skills
- Familiarity with Cloud technology and SharePoint is an asset
- Superior interpersonal, oral, and written communication skills
- Ability to work in a fast-paced environment with changing priorities.

Please email your application with a cover letter addressed to the HR Manager to careers@rootscs.org no later than September 20, 2024, with the subject line **Crisis Support Worker**. Please note that we will review applications as they are submitted until the position is filled.

We thank all applicants for this position; however, we will contact only those candidates selected for an interview.