

Job Description

Crisis Support Worker

About Roots Community Services

Roots Community Services Inc. (RootsCS) is a multi-service charitable organization that provides culturally-relevant programs and services to inspire individuals, primarily from the Black, African and Caribbean (BAC) communities, to make positive changes in their lives and within their communities. Our aim is to assist our clients by providing pathways for them to achieve their full potential and assist them in finding solutions to improve their health, well-being and quality of life, and to heal from the trauma that inhibits their livelihood.

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 providing support to clients in the community. The role also involves developing and implementing follow-up plans, which may include brief monitoring, referrals to community organizations, or coordination with existing support networks. The primary goals are risk mitigation and the prevention of ongoing or future crises.

This position is a collaboration between Roots Community Services and Canadian Mental Health Association Peel Dufferin Branch (CMHA Peel Dufferin).

Terms of Contract: Full-time Renewable on April 1 of each year, based on funding availability and satisfactory performance.

Hours of Work: 75 hours biweekly on a rotational schedule, including overnights, weekends and public holidays.

Compensation: \$78,000

Reports to: Manager, Manager of Youth, Mental Health & Addiction Services

Major Duties & Responsibilities

The major responsibilities for this position include but are not limited to the following:

- 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, mental status examinations, promote healthy coping

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- 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 an effective delivery of crisis service in the community.
- Assist in identifying and developing goals towards understanding the prevention, treatment, and rehabilitation of individuals with mental illness and addiction concerns.
- Maintain appropriate record-keeping/documentation and 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 towards understanding the prevention, treatment and rehabilitation of individuals with mental illness.
- Attend and actively participate in team meetings and other client-related and 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, Counseling 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 3 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.
- Knowledge of risk assessments, suicide prevention, and principles of crisis theory and intervention.
- Experience intervening effectively in clinical situations requiring the management of disturbed behavior.
- Comfortable working on the phone and in person in potentially high-risk and stressful situations.

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- 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 basic 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 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 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.

As part of our mandate for inclusivity, reasonable accommodation can be made for all incumbents to perform the described physical functions of the job. RootsCS is committed to diversity in its workplaces and welcomes applications from all visible minority groups, women, Aboriginal persons, LGBTQ, and persons with disabilities, among other self-identified diverse groups. We also provide accessible Employment practices that are in compliance with the Accessibility for Ontarians with Disabilities Act ('AODA'). If you require accommodation for a disability during any stage.

This job description indicates the key responsibilities and core functions of the position. 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.

Please forward your application with a cover letter addressed to the Manager, Human Resources, by email to careers@rootscs.org with the subject line **Crisis Support Worker**.

Please note that we will be reviewing applications as they are submitted until the positions are filled. All employees are expected to participate in special assignments as a team-oriented and inclusive organization. These include fundraising, strategic planning, and other related activities that contribute to the continuous development and expansion of Roots Community Services Inc. Employees are expected to contribute to ongoing department growth and improvement via excellent job performance and proactive communication. Each employee and team are integral to RootsCS' mission.



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tel: 647.812.8545
fax: 905.455.6162
supportline@rootscs.org
www.rootscs.org