

Job Posting **Crisis Support Worker**

Background

Roots Community Services Inc. (RootsCS) is a charitable organization that provides culturally-relevant programs and services to inspire residents in the Region of Peel, primarily from the Black and Caribbean 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 in finding solutions to improve their health, well-being and quality of life.

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).

Type of Work: Full Time

Compensation: \$72,800 to \$78,000 annually

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

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

Major 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 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
- Ability to work 12-hour shifts on a rotational schedule: days, overnights, weekends, and public holidays
- Willingness to learn and apply practical understanding of different elements of diversity, such as gender identity/expression, race/cultural background, religion, sexual orientation, disability, immigration and precarious status, family status, etc.
- Openness to operate from an anti-racist, anti-oppressive, 2SLGBTQ+ affirming and intersectional framework
- 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.
- Must be a Regulated Health Professional (Registered Nurse, Registered Psychotherapist or Registered Occupational Therapist) or Registered Social Worker and adhere to standards of practice as per designated college OR eligible and willing to become regulated health professional or RSW within first 6 months of employment.

- 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.
- 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.

Please forward your application with a cover letter addressed to the HR Manager 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 position is filled.



Inspiration. Empowerment. Action.

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We thank all who apply for this position; however, only those candidates selected for an interview will be contacted.