

# Employment Opportunity

Punjabi Community Health Services

<b>Job Title:</b> Crisis Support Worker, Mental Health program  <b>Job Posting # CRT-MH-040/2023-24</b>	<b>Date Posted:</b> January 26, 2024	<b>Reports to:</b> Sr. Director of Operations & Clinical programs  <b>Position Type:</b> Full Time
	<b>Date Closed:</b> Open until Filled	

## About Organization:

Punjabi Community Health Services (PCHS) is a pioneer community-based not for profit, charitable organization. PCHS has been fulfilling the needs of diverse populations for 33 years by providing services in addictions, mental health, geriatric, health promotion, domestic violence, parenting, settlement and services for women, children and youth. PCHS has several research studies to its credit and recognized as an innovative organization for community development and its Integrated Holistic Service Delivery Model. PCHS is accredited. PCHS is a 2SLGBTQ sensitive organization.

## About Position:

We are seeking a Crisis Support Worker. This position will be a part of the Crisis Response Team (CRT). They will collaborate with other members of the multidisciplinary team to support individuals in crisis due to severe mental illness. This role will include triaging calls over the crisis line to being mobile out in the community, conducting risk and safety assessments, mental status examinations, giving support, and developing follow-up plans for clients in the community. Follow-up may include brief monitoring/support, referral to appropriate community organizations/support networks, or collaboration with existing supporting organizations. Risk mitigation and prevention of ongoing or future crisis are the program's goals.

## Qualifications and Skills Required:

- University Degree in Social Work, BSc. Nursing, or degree in occupational therapy.
- 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 must be eligible and willing to become a 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 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.

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- Comfortable working on the phone and in person in potentially high-risk and stressful situations.
- Ability to work with clients of diverse cultural and social backgrounds.
- Commitment to staying current on relevant legislation, best practices, research, policies, and procedures including ongoing professional development.
- Knowledge of family and social systems.
- Ability to work collaboratively and in partnership with a multidisciplinary team and other agencies in the community, including working with police, court system, and inpatient and outpatient mental health systems.
- Able to function well under pressure and in a fluid environment.
- Demonstrated ability to use computer programs for data entry for assessments.
- Familiarity with the Commission of Accreditation Rehabilitation Facilities (CARF) International standards is an asset.
- Familiarity with Cloud technology and Share-Point is an asset.
- Excellent oral and written communication, organizational and problem-solving skills.
- Strong interpersonal skills, be able to work independently and within a team.
- Ability to communicate effectively (written and verbal), including presentation skills.
- Excellent working skills in MS Word, Excel, PowerPoint, internet, and email

### **Requirements:**

- Valid driver's license, regular access to a vehicle with valid insurance
- A satisfactory current Vulnerable Sector Screening (Criminal Record Check) report
- Current CPR and First-Aid certification
- Vaccines (COVID-19 and others) are encouraged
- Fluency in Punjabi, Hindi, Urdu, or any other South Asian languages.
- Public holidays work is required. The employee will often be working in potentially high-risk and stressful situations.
- Local travel by car in the community and to the client's home is required.

### **Key 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, 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 alongs' with police officers and other crisis support workers in completing mobile crisis intervention assessments.

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- Form collaborative relationships with partnership 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 toward understanding the prevention, treatment, and rehabilitation of individuals with mental illness and addiction concerns.
- Participate in agency and community meetings, committees, and workgroups as requested by the manager.
- Utilize their sound working knowledge of resources, partnerships, and working relationships and 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 meetings and other client-related meetings and program meetings as required.
- Maintain appropriate record-keeping/documentation and client files and statistical and outcome measurement tools as PCHS policies and procedures require.
- Participate in agency and community committees and working groups as requested by the Supervisor.
- Work effectively and collaboratively with program teams, internal and external to PCHS
- Assist with the development, implementation, and evaluation of the program.
- Other related duties as assigned.

### Organizational Responsibilities:

- Actively contribute to the mission, vision, and values of PCHS
- Follow the organizational Code of Ethics and professional standards of your certification and your position in the organization.
- Adhere to the policies and procedures of your program(s) and organization.
- Perform the duties outlined in this job description.
- Contribute positively to the overall success of the program and organization.
- Participate in establishing program goals and objectives and set service priorities based on it.
- Demonstrate a positive and professional attitude when representing the organization in the community.
- Actively encourage the involvement and empowerment of clients/ survivors
- To follow the direction of the Joint Health, Safety & Wellness Committee in compliance with the Occupational Health and Safety Act (OHSA)

## Employment Opportunity

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**Work Hours:** 12-hour shifts on a rotational schedule: days, overnights, weekends, and public holidays

**Position to commence:** February 2024

Please submit your resume to the Hiring Committee at [hr@pchs4u.com](mailto:hr@pchs4u.com).

**Please add Job Posting #CRT-MH-040/2023-24 to the email subject line and cover letter.**

PCHS offers an attractive and rewarding work environment. We appreciate all applicants' interest, but only those under consideration will be contacted for an interview.

*PCHS is committed to diversity in its workplaces and welcomes applications from all visible minority groups, women, Aboriginal persons, 2SLGBTQ, persons with disabilities, among other self-identified diverse groups. We also provide accessible employment practices that comply with the Accessibility for Ontarians with Disabilities Act ('AODA'). If you require accommodation for a disability during any stage of the recruitment process, please notify Human Resources at [hr@pchs4u.com](mailto:hr@pchs4u.com).*