



## **JOB POSTING**

### **Competition Number 2022-26**

**Union/Non-Union:** OPSEU  
**Position:** Crisis Response Worker  
**Status:** Casual  
**Program:** Crisis Call Diversion  
**Initially assigned to:** OPP Communication Centre

**Purpose:**

The Crisis Response Worker, located at the OPP Communication Centre, assists individuals calling 9-1-1, from the entire North East Region, who are experiencing a mental health crisis. This support consists of assessments, interventions, brief-counselling, and referrals as appropriate.

The Crisis Worker provides follow-up support to ensure collaborative action plans are effective, de-escalation and safety continues, and links to Organization and community referrals are successful.

The work of the Crisis Response worker is guided in practice to apply the principles of “Recovery” and Psychiatric Rehabilitation Approach Technology.

**Education and Training:**

- Proof of successful completion of a post-secondary education in Health and Human Services

**Requirements:**

- A negative Police Vulnerable Sector Check – Level 4 Clearance
- A valid Class G driver’s license and proof of insurance
- Daily access to a reliable vehicle
- Current CPR certificate - Level C or willingness to obtain
- Current Non-Violent Crisis Intervention (NVCI) training or willingness to obtain
- Current Applied Suicide Intervention Skills Training (ASIST) or willingness to obtain
- Good knowledge of community mental health and other health related social service resources in the Northeast region
- Able to lift at a minimum 20 lbs. from squatting to standing position
- Bilingualism (English/French) is an asset

**Experience:**

- Minimum of 3 - 5 years experience working with vulnerable populations, specifically adults living with a serious and persistent mental illness and/or Acquired Brain Injury (ABI) and/or Addictions and complex healthcare needs providing assessments and rehabilitation services
- Experience working with Crisis Intervention Services

**Knowledge/Skills/Abilities:**

- Basic working knowledge of computer software
- Ability to work cooperatively and independently with minimal supervision and as part of a team
- Effective problem solving and decision-making skills
- Excellent interpersonal/verbal/written communication skills
- Ability to maintain confidentiality as per PHIPA (Personal Health Information Protection Act)
- Working knowledge of the Mental Health Act, Residential Tenancy Act, and the Health Care Consent Act
- Knowledge/experience using the principles and practices of psychosocial rehabilitation
- Knowledge of Community Treatment Orders
- Knowledge of the DSM V as it relates to criteria for service
- Demonstrated ability to manage and meet deadlines

**Personal Suitability:**

- Commitment to continuous learning
- Demonstrated positive work record and good attendance
- Demonstrated commitment to client and family-centered care
- Willing to work flexible hours including days, evenings, nights, weekends, and holidays

**Selection Process:**

Candidates will be selected for the position based on their skill, ability, experience, and qualifications as identified in their resume

**Shift:**

Shift Work - 12-hour shifts (Days/Nights/Weekends/Holidays)

**French Language Services Required:**

Bilingualism is an asset. If no bilingual candidates (both internal and external) meet the qualifications, unilingual candidates will be considered

**Salary:**

\$29.51 – \$34.61/hour  
\$53,708.....\$62,990\* (\*based on full-time hours)

**Send resume and cover letter via email**

**Please note the job Competition Number (see above) in the subject line of the email**

**ATTN: Brigitte Lachance - Human Resources Administrator**

[blachance@nbd.cmha.ca](mailto:blachance@nbd.cmha.ca)

*CMHA-NBD promotes the principles of and adheres to the tenets of the Ontario Human Rights Code. We strongly encourage applicants with lived experiences, from Indigenous communities, people of all races, colors, ethnic origins, religions, disabilities, and sexual orientations to apply. We recognize that equitable access to employment is an agent in social change.*