



Canadian Mental  
Health Association  
Halton Region Branch  
*Mental health for all*

Association canadienne  
pour la santé mentale  
Filiale de la région de Halton  
*La santé mentale pour tous*

## **JOB POSTING** **Crisis Intervention Workers**

---

**Job Title:** Crisis Intervention Worker  
**Job Type:** Full Time (One year or longer Contracts)  
**Department:** Crisis Services  
**Division:** COAST  
**Location:** Oakville, ON  
**Hours:** 37.5 hours per week (rotational shifts, weekdays/ weekends)

---

**The Canadian Mental Health Association, Halton Region Branch (CMHA-HRB)** is seeking a full-time permanent position within the COAST program. The position is a 37.5 hours per week role. The position resides within an integrated team of individuals who work closely together to provide meaningful programs, crisis intervention, connections to community services and support to people affected by mental illness and addictions. Duties would rotate through crisis line telephone support, providing mental health crisis support within a shelter environment and community based mobile outreach crisis support.

### **The Successful Candidate Will:**

- Provide intensive short term support, crisis intervention and service coordination to COAST clients
- Make referrals on behalf of clients to a wide variety of community programs and services
- Commit to the use of the recovery model while providing client service
- Commit to supporting health, safety and wellness according to relevant legislation and agency policies and procedures
- Consult and advise Salvation Army Lighthouse staff on the intake, case management and discharge planning of residents who may have identified or unidentified mental health issues

### **Responsibilities:**

- Provide a wide range of accessible services including outreach assessments, COAST crisis line telephone support, referrals and interventions to prevent further crisis
- Provide crisis intervention, intensive short-term support, and service coordination to clients in close partnership with the Salvation Army Lighthouse staff and volunteers
- Utilize evidence-based methods and best practices to: manage client crisis, develop strategies to assist clients to prevent further crisis, provide monitoring and support as they work through their crisis plans and recovery plans, and establish personal goals that move them towards recovery
- Provide support to client families and friends as appropriate
- Work collaboratively with in-house programs, Halton Healthcare Psychiatric Department, Joseph Brant Hospital Psychiatric Department and community agencies to facilitate a smooth referral process
- Engage clients to participate in their crisis and recovery planning
- Complete all required documentation related to case and/or client management including OCAN assessments
- Comply with Crisis Response Service Standards
- Other duties as assigned

## Qualifications:

- University degree in Social Work, Psychology or Nursing preferred
- Registration with a professional college an asset
- Preference will be given to candidates with Addictions/Concurrent Disorders certification
- At least four (4) years of clinical experience working with individuals affected by mental illness and with addiction issues
- Experience working with homeless shelters and/or with individuals that have been homeless is an asset
- Thorough knowledge of the mental health field including current DSM classifications, crisis intervention and concurrent disorders
- Function well under pressure
- High-level team-building skills and positive and professional attitude
- Demonstrated ability to apply relevant theoretical models to clinical practice is required
- Demonstrated ability to provide one-to-one and group support to clients, families and friends
- Knowledge of relevant legislation including the Mental Health Act and PHIPA
- Demonstrated ability to work independently and as part of an interdisciplinary team
- Demonstrated conflict management and resolution skills
- Excellent oral and written communication skills
- Ability to meet variable scheduling requirements
- Proficiency in MS Word and Excel
- Knowledge of CRMS database an asset
- Training in CPR, first aid and ASIST is an asset
- Valid class “G” Ontario driver’s license required

## Why work for the CMHA-HRB...

The CMHA-HRB offers a supportive team environment, flexible work environment, training opportunities, tuition assistance program, competitive vacation package and comprehensive benefits/pension package. We have an enthusiastic team who are dedicated to supporting individuals with mental health concerns within a client-focused environment. Individuals seeking new challenges and opportunities for professional growth are encouraged to apply.

**Interested applicants should send resume and cover letter to: Email: [careers@cmhahrb.ca](mailto:careers@cmhahrb.ca)**

The CMHA-HRB values and supports employment equity and workplace diversity and encourages all qualified individuals to apply.

CMHA-HRB welcomes and encourages applications from people with disabilities. Accommodations are available on request for candidates taking part in all aspects of the selection process. To request this posting in an alternative format or to request accommodation in the application process, contact us by phone at 905-693-4270 ext. 5392 or by email to [careers@cmhahrb.ca](mailto:careers@cmhahrb.ca). Only those selected for an interview will be contacted.

Thank you for your interest in CMHA-HRB.

