



Addiction & Mental Health Services | services de lutte contre les dépendances et de santé mentale  
Kingston Frontenac Lennox & Addington

<b>Position:</b>	Crisis Workers & Case Managers	<b>Competition Number:</b>	2022-046
<b>Job Status:</b>	Casual, Part-time (Contract & Permanent)	<b>Hourly Rate:</b>	\$ 29.41 - \$ 34.16
<b>Location:</b>	Kingston Frontenac Lennox and Addington area	<b>Union/Non-Union:</b>	OPSEU Local 489

*We are seeking Crisis Workers and Case Managers who are enthusiastic and passionate about opportunities to work with individuals in the community. These staff are key members of Comprehensive Integrated (CI) Housing and Crisis Service teams which operate on a 24/7 basis. These roles contribute to the support of our clients in providing invaluable services to individuals with addictions and/or mental health concerns within the Kingston, Frontenac, Lennox and Addington communities.*

#### **Job Summary:**

##### **Case Manager**

The Case Manager works as a member of an inter-professional team and is responsible for providing case management services to individuals with a serious mental illness who are living in the community in a 24/7 residential environment. This position works in close partnership with acute care hospitals and community service agencies to provide assessment, intervention, supportive counselling, service coordination and follow-up to adults, 16 years of age and older. All services are provided in accordance with the mission, vision, values and established protocols of the Agency.

##### **Crisis Worker**

The Crisis Worker functions as a member of the inter-professional crisis services team working in the 24/7 safe bed program, answering the crisis lines as well as providing mobile response to individuals in crisis in the community. The Crisis Worker provides effective crisis intervention, de-escalation and stabilization to individuals experiencing a mental health and/or addiction crisis. The Crisis Worker provides rapid triage, assessment, intervention, resolution, short term supportive counselling and referral to the place of choice of the individual wherever possible. The Crisis Worker works closely with community partners such as the police to provide effective assessment and support to those in crisis. The incumbent also participates in assertive outreach, as well as community liaison and collaboration for the purpose of information sharing and program planning. All services are provided in accordance with the mission, vision, values and established protocols of the Agency.

#### **Minimum Qualifications:**

- University Degree in a health-related discipline.
- Three years relevant experience providing services to individuals who live with a serious mental illness and/or addictions issue, preferably in a community setting.
- Applied Suicide Intervention Skills Training (ASIST) an asset.
- Crisis Prevention Intervention Training an asset.
- Certification in First Aid and CPR an asset.
- Experience working within a case management model, preferred.
- French Language proficiency considered an asset.

#### **Knowledge, Skills and Abilities:**

- Knowledge of and ability to apply discipline specific principles and practices to individuals who live with a serious mental illness, within a client-centred approach.
- Demonstrated in-depth knowledge of mental health symptoms, issues, psychotropic medications and associated side effects.
- Knowledge of and ability to apply recovery principles and harm reduction principles.
- Knowledge of issues related to addictions an asset.
- Knowledge of and the ability to incorporate best-practices in community support for individuals living with a serious mental illness.
- Knowledge of and the ability to incorporate best practices in crisis intervention techniques.
- Demonstrated assessment and crisis intervention skills with broad knowledge of emergency mental health and crisis stabilization.
- Demonstrated advanced clinical reasoning and decision-making skills.
- Ability to effectively utilize community resources and supports to meet the needs of individuals.
- Ability to work under pressure within a changing environment.
- Working knowledge of the Health Care Consent Act, Mental Health Act, Personal Health Information Protection Act, and other relevant legislation.
- Excellent communication and interpersonal skills in order to effectively engage community services and individuals, increasing awareness of services.
- Well-developed problem-solving, prioritization and conflict resolution skills.
- Ability to work autonomously as well as collaboratively in a multidisciplinary team environment.
- Basic proficiency in computer skills; MS Office preferred.
- Must possess a valid Ontario Driver's License and have regular access to a reliable vehicle and provide proof of \$2,000,000 vehicle insurance. Incumbent may be required to transport clients.

- Required to provide a satisfactory criminal reference check (CRC) with Vulnerable Sector Screening prior to hire.
- **Casual Positions:** Ability to work flexible hours, including evening, night, weekend, on-call and holiday work. Required to accept a minimum of one shift per month to maintain employment.
- **Part-time Positions:** Ability to work evening, nights, weekends. Scheduled 24.00 hours biweekly, working alternating weekends.

*Please submit a resume and cover letter as one document only quoting **Competition Number 2022-046***

**to:** [careers@amhs-kfla.ca](mailto:careers@amhs-kfla.ca)

**Please Note:** AMHS-KFLA has a vaccination policy which requires proof of all required doses of a COVID-19 vaccine approved for use in Canada or proof of medical exemption, consistent with the criteria outlined in the policy prior to their employment. A copy of the policy can be made available upon request.

*AMHS-KFLA strives to be a diverse and inclusive workplace. We encourage applications from all candidates who would contribute to the diversity of our community and enhance our ability to provide quality services to our clients.*

*We are committed to accessible employment practices. If you require an accommodation to fully participate in the recruitment and selection process, please inform Human Resources to discuss your individual accessibility needs.*