



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

<b>Position:</b>	Crisis Worker, Street Outreach	<b>Competition Number:</b>	2023-147
<b>Hours of Work:</b>	37.50 hours weekly Monday to Friday, 8am to 4pm	<b>Reports to:</b>	Program Manager, Rural Services
<b>Vacancies:</b>	Two (2)	<b>Hourly Rate:</b>	Pay Band 6 \$ 31.27 - \$ 36.33
<b>Job Status:</b>	Temporary Full-time (Up to November 2024)	<b>Union/Non-Union:</b>	OPSEU/SEFPO Local 489
<b>Location:</b>	Lennox and Addington area		

*We are seeking Crisis Workers who are enthusiastic and passionate about opportunities to work with individuals in the community. Our Crisis Workers are key members of many frontline teams, including Street Outreach. This role contributes to the support of our clients in providing invaluable services to individuals with addiction and/or mental health concerns within the Kingston, Frontenac, Lennox and Addington (KFLA) communities.*

*While this is contract, anyone hired into a temporary role with the agency is able to apply as an Internal candidate for other positions. There are many opportunities to grow your career across a broad spectrum of positions within the Addiction and Mental Health field. All of our vacancies are first posted internally, giving existing staff the opportunity to be considered first. This includes our permanent positions that seldom are posted externally, due to high levels of internal interest.*

*In addition to the fulfilling sense of giving back to the community, AMHS-KFLA also offers a competitive benefit package to permanent full-time staff which includes the following:*

- *Extended Healthcare and Dental Benefits*
- *Basic Life and AD&D Insurance, with optional added levels of coverage*
- *Dependent Life (dependents/spouse covered at no additional cost)*
- *Enrolment in the Healthcare of Ontario Pension Plan (HOOPP)*
- *Paid time off entitlements (sick time, vacation, wellness leave, family/personal leave)*

*Our Crisis Workers positions are members of Ontario Public Sectors Employee’s Union (OPSEU/SEFPO) Local 489 and work from various locations throughout KFLA. With some ability to flex hours as needed, the hours of work are generally Monday to Friday, however do vary depending on assigned team which can require occasional weekends.*

**Job Summary:**

The Crisis Street Outreach Worker functions as a member of the inter-professional crisis services team providing mobile response and outreach to individuals and the community. The Crisis Street Outreach 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, acute case management and referral to the place of choice of the individual wherever possible. The Crisis Worker works closely with community partners such as the hospital, social housing, social services and the Napanee BIA to provide effective assessment and support to those in crisis and those who have not been successful engaging in traditional services. 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:**

- Three years relevant experience providing services to individuals who live with a serious mental illness, preferably in a community setting.
- University Degree in a health-related discipline.
- Certification in First Aid and CPR an asset.
- Applied Suicide Intervention Skills Training (ASIST) 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 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.
- 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.
- Ability to work flexible hours, including weekends.
- 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.

*Please submit a resume and cover letter as one document only quoting **Competition Number 2023-147**  
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.*