



**Canadian Mental
Health Association**
Windsor-Essex County

Community wellbeing is our sole focus.

INTERNAL/EXTERNAL POSTING

**COMMUNITY SUPPORT WORKER, DUAL DIAGNOSIS
ONE (1) TEMPORARY FULL-TIME POSITION
BACKFILL UNTIL APPROXIMATELY DECEMBER 31, 2021
LOCATION: WINDSOR OFFICE**

Under the direction of the Integrated Manager, Mental Health Services, provides comprehensive community treatment, rehabilitation and support to referred individuals who live with a dual diagnosis (developmental disability and mental health issue(s) in the Windsor-Essex County area. Provides professional case management services within the framework of a client directed clinical/rehabilitation case management model. Provides a continuum of functions, including: assertive outreach, building therapeutic relationships, developing care plans with clients, client and systems advocacy, symptom management, life skills teaching, supportive counselling, family support, and crisis intervention. Services are delivered one to one or in group format.

Position Responsibilities and Duties:

1. Client and family orientation. Ensuring clients and families have an understanding of the services being offered as well as an understanding of processes, rights and expectations for participation in the program.
2. Identification of client needs through ongoing assessment (OCAN) and treatment/care planning.
3. Work directly with individuals living with a dual diagnosis who experience crisis, instability and various levels of function. Providing education about illness, symptom management, and coping skills.
4. Developing, delivering and evaluating group educational programs relevant to clients as directed by the manager.
5. Working collaboratively with clients to implement treatment/care plans that focus on strengths, wellness and empowerment to support recovery and goal achievement.
6. Developing relapse prevention/wellness plans as well as providing crisis intervention.
7. Client and Systems advocacy and linkage to resources: Assists clients to access information as well as internal/external resources, services or supports which are deemed necessary. Where resources do not exist or they are inadequate, advocates within system to develop or improve essential services and resources for clients.
8. Supporting reintegration into school, work and social activities as well as the building of a healthy informal support system.
9. Providing life skill coaching to support activities of daily living and independence.
10. Assisting clients in accessing financial assistance and benefits.
11. Assisting clients in accessing emergency and/or stable safe affordable housing.
12. Engaging, educating and supporting families/caregivers/support systems through the treatment and recovery process and encouraging clients to identify and include a care partner.
13. Liaising, when appropriate, with family/caregiver/support systems and other service or health care providers involved with the client to ensure continuity of care while also providing direct support to families/caregivers/support systems.
14. Ensures all file management and reporting functions are maintained in a comprehensive and timely manner.
15. Participates in program evaluation and makes recommendations for changes/improvement.
16. Acts as an Agency Ambassador, representing CMHA-WECEB in a professional manner in the community and serves on committees, work groups or boards as requested and approved by the agency.
17. Participates in Agency Speakers Bureau or other public or targeted educational initiatives as requested by the manager.



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Education and Skills:

- Knowledge and skills acquired through the completion of Bachelor of Social Work degree (B.S.W.) or Nursing (B.ScN.) from an accredited university is preferred or a minimum of a three (3) year University degree in a field deemed relevant by the employer (i.e. psychology) combined with significant case management experience.
- Registered member in good standing of a professional college deemed relevant by the employer such as the College of Nurses (preferably with Canadian Certification in Psychiatric/Mental Health Nursing) or the College of Social Workers or the College of Psychotherapy in good standing is considered an asset.
- At least two years' recent relevant experience working with vulnerable populations (including developmental sector) in the judgement of the employer.
- Experience in the delivery of community supports to clients, especially within the mental health and/or developmental sectors.
- Knowledge of mental illness and treatments and best practice approach to working with the developmental sector; comprehensive knowledge and skill in the functions and principles of case management.
- Effective interpersonal, oral and written communication skills;
- Valid Ontario Driver's License and means of transportation;
- Proficiency in the use of computers and various Microsoft software applications;
- Bilingualism in both official languages at the advanced level is an asset for all positions.

Hours of Work:

Thirty-Five (35) hour work week. Flexible hours are required to meet service needs.

The agency's regular hours of operation are Monday to Friday, 8:30am to 4:30pm.

Salary range: Grade 8, \$32.35– \$38.27 per hour
Per 2018-2022 Collective Agreement

Please forward your cover letter and resume clearly stating how your skills and experience meet the position requirements quoting posting reference **CMHA #33-2021 by 4:30 pm Thursday, June 24, 2021 to careers@cmha-weeb.on.ca**.

This position is posted per Article 15 of the Collective Agreement.