



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

Position:	Crisis Worker	Competition Number:	2024-011
Hours of Work:	Days, Evenings, Nights, Weekends (Flexibility Required)	Reports to:	Program Manager, Crisis Services
Location:	Kingston Frontenac Lennox and Addington area	Hourly Rate:	Pay Band 6 \$ 31.27 - \$ 36.33
Job Status:	Casual	Union/Non-Union:	OPSEU/SEFPO Local 489

We are seeking Crisis Workers who are enthusiastic and passionate about opportunities to work with individuals in the community. Our Casual Crisis Workers have the opportunity to work in a variety of sites within the Crisis Program including Safe Bed, Crisis Kingston, and Crisis Napanee. 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 casual position, anyone hired into a casual or 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.

Job Summary:

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:

- Three years relevant experience providing services to individuals who live with a serious mental illness and/or addictions issue, preferably in a community setting.
- University Degree in a health care discipline.
- Applied Suicide Intervention Skills Training an asset.
- Crisis Prevention Intervention Training an asset.
- Certification in First Aid and CPR an asset.
- 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 and/or addiction issue, 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 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 clients.
- Ability to work under pressure within a changing environment.
- Knowledge of the Mental Health Act and other relevant legislation.

- Excellent communication and interpersonal skills 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 evening, night, weekend, on-call and holiday work.
- 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.

*Please submit a resume and cover letter as one document only quoting **Competition Number 2024-011**
to: careers@amhs-kfla.ca*

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.