



## JOB POSTING

### Mental Health Support Worker – Contract

**About FHC:** Flemingdon Health Centre (FHC) is an engaged and involved member of some of Toronto's most dynamic neighbourhoods; Flemingdon Park, Fairview and Thorncliffe Park: FHC is a registered charity and an incorporated not-for-profit Community Health Centre (CHC), with a vision of Strong Health Communities. Across our three sites, we provide a range of health-related services based on the social determinants of health with extensive community engagement. We are primarily funded through the Ministry of Health and Long-Term Care/Ontario Health (formerly: Toronto Central Local Health Integration Network TC-LHIN).

At FHC, we know that health is about much more than just the absence of disease. Our approach to community health encompasses the social determinants of health which includes: education, employment, isolation, food security and social supports, and utilizes a community development model to promote health, prevent disease, and strengthen community capacity. We value health equity, inclusion, community engagement, accountability & transparency, excellence and collaboration & partnerships.

#### Position Summary

The Mental Health Support Worker will engage clients throughout the community by building trust through informal connections and by meeting needs that can help reduce stressors in a client's life. The Mental Health Support Worker will have a strong understanding of mental health trajectories and harm reduction and will support clients to access pathways of healing including, where necessary, group or individual counselling sessions as part of their wellness goals.

**Employment Terms:** Full -Time Contract, 35hrs /week (with the expectation of working some evenings and/or weekends)

**Contract Duration:** to end of March 2022, with possibility of extension

**Expected Start Date:** Immediately

**Salary Range:** \$49,969 – 59,427 per year (in addition of 4% vacation pay)

**Reporting to:** Manager, Chronic Disease and Mental Health

**Location:** This position will be located within any of the Flemingdon Health Centre service locations based on community and program requirements.

#### Responsibilities:

- Cultivate linkages with community members and influencers and build rapport and trust; collaborate with stakeholders in the community to identify and respond to needs.

- Develop individualized outreach plans for each assigned service location in collaboration with other FHC programs or external service providers.
- Connect clients to one on one mental health supports and other services.
- Provide short term counselling and case management, including single session therapy sessions/consultations.
- Support with the development and implementation of care plans for active clients, working closely with health care professionals involved in the circle of care
- Act as a resource to the community by establishing links with community groups, agencies and Community Ambassadors.
- Actively conduct outreach to the community by organizing/attending community events, promoting FHC programs, updating internal information boards, and working on FHC's promotional materials for Health services.
- Actively participate in community development activities including advocacy, outreach and community engagement.
- Maintain required data, program records and submit required weekly and monthly reports as required.
- Develop monthly work plans and activities.

#### **Skills and Qualifications:**

- BSW or related undergraduate degree/college diploma (e.g. community-based studies) or equivalent experience; additional crisis and/or trauma education/certification/development is an asset.
- Registration with the Ontario College of Social Workers and Social Service Workers (or an equivalent regulatory, professional body).
- Two – three years of related experience in crisis/trauma support, the ability to mediate conflict, and demonstrated experience providing frontline services and outreach to seniors and newcomers.
- Experienced in delivery of brief therapy support models
- Experience working with local social services, health care organizations and community resources relevant to the client population
- Strong assessment, analytical and decision-making skills to identify and resolve problems, assess client needs, formulate recommendations, develop appropriate service contracts, and determine actions to address the needs of the client.
- Demonstrated experience supporting clients with mental health and substance use issues from a recovery and harm reduction approach.
- Proven ability in case management and supportive counselling skills.
- Excellent organizational skills with demonstrated flexibility and adaptability to work in a fast paced/changing environment.
- Excellent interpersonal and communication skills and demonstrated ability to work autonomously as well as a part of the interdisciplinary team.
- Excellent interpersonal skills to liaise with community professionals and health services staff.

- Social and multicultural sensitivity and/or experience working in diverse neighborhoods.
- Proficiency with MSOffice, designing flyers and presentations and using other office related equipment.
- Ability to build professional network with other Social Workers - in the sector and connect with resources as needed for programs and services
- Experience working with newcomers to Canada, refugees and people whose first language is not English
- Experience working with economically and socially marginalized populations with complex mental health care needs
- Knowledge and experience in community development, social action, health promotion and community outreach
- Strong conflict resolution, crisis management and problem-solving skills
- Excellent communication, interpersonal, and organizational skills; effective team player
- Ability to implement and maintain a self-care program
- Ability to work flexible hours
- Strong computer skills, including Microsoft Office Suite and Electronic Medical Records, preferably PS Suite
- Second language, relevant to catchment area populations, is an asset
- Vaccines (COVID-19 and others) are a requirement of the job pursuant to the Ontario Human Rights Code

**Note:** This is a bargaining unit position with UFCW. Terms may be altered as a result of collective bargaining. For more details on benefits and entitlements, please refer to our collective agreement here:

<https://sp.ltc.gov.on.ca/sites/mol/drs/ca/Ambulatory%20Health%20Care%20Services/621-88231-22.pdf>

**Application Deadline:** Jan 16, 2022 by 5pm EST

**Application Process:** Interested and qualified individuals are invited to submit an application including a cover letter and resume online via this link:

<https://www.jobillico.com/en/job-offer/flemingdon-health-centre.cUkdNk/mental-health-support-worker-/9362813>

*We encourage applications from individuals who can identify with the diverse communities we serve. We thank all applicants for their interest but regret that only those selected for an interview will receive acknowledgement. Please note that a criminal background check (Vulnerable sector) will be conducted for this position. In accordance with the Ontario Human Rights Code and the Accessibility for Ontarians with Disabilities Act, 2005, accommodation will be provided in all parts of the hiring process. Applicants need to make their needs known in advance.*

