



**INTERNAL/EXTERNAL
JOB POSTING**

Job Title:	Crisis Response Worker – ANCHOR (Alternate Neighbourhood Crisis Response)
Status:	Multiple Full-Time, Part-Time and Casual Term positions ending June 30, 2027
Pay Scale	\$57,323 – \$69,065 annually / \$ 31.50 to \$ 37.95 hourly
Pension and Benefits:	Excellent benefits package including Healthcare of Ontario Pension Plan (HOOPP) based on the position
Location of work :	Centretown Community Health Centre / Somerset West CHC and surrounding catchment areas Note that some positions will be employed to Centretown and some to Somerset West CHC
Start Date:	June 2024

Summary

The ANCHOR Team (previously known as Safer Alternate Response to Mental Health and Substance Use Crises) is an innovative pilot project that will provide a community-based, non-police response and follow-up for individuals experiencing crises in the Centretown and Somerset West catchment areas. The project is a collaborative initiative. Partners include Centretown and Somerset West Community Health Centre, the City of Ottawa, the Ottawa Guiding Council on Mental Health and Addictions, Community Navigation of Eastern Ontario (CNEO) and other community stakeholders.

Reporting to the Manager, ANCHOR Team, and under the supervision of Team Leads, the Crisis Response Workers are responsible for direct response to calls for service as assessed and triaged by operators at 911 and 211.

The ANCHOR pilot will bring staff from two community health centres together as one team. Staff will have one CHC as their primary employer, but will work rotations in both catchment areas. Both CHCs are committed to working together in an integrated fashion to ensure seamless coordinated supervision of and support to staff, and care to clients. This position will require evening, overnight and weekend shifts on a rotational basis.

The Crisis Response workers (CRWs) will work directly with individuals who either self-identify or whose behaviours indicate they are experiencing a crisis related to their mental health, substance use or both. The CRWs will use anti-racist, anti-oppressive and harm reduction frameworks in assessing, de-escalating and responding to situations they encounter. Exercising sound clinical judgement, coupled with a high level of mental health and substance use experience and de-escalation skills, the CRW ensures excellent client care and community responsiveness.

The CRW's primary responsibility is to provide an urgent, compassionate response to people facing multiple barriers to care due to inequities related to social determinants of health, who would benefit from a community-based response and are not in need of intervention from police or paramedics. The CRW engages individuals and assesses the appropriate level of intervention and support required. The CRW- ANCHOR is skilled at systems navigation and has a high level of knowledge of the key resources and services available to support the needs and goals of clients. They are skilled at advocating with and for clients to ensure equitable access to care and support. Excellent collaborative and relationship building skills ensure the ability to engage program partners, stakeholders and community resources to support and stabilise the individual in crisis. Crisis Response Workers will be based out of Centretown and/ or Somerset West Community Health Centre main locations but will spend the majority of their time in the community. The abilities to drive a Centre vehicle and provide a clean driving abstract are required.

Here's what we are looking for in our ideal candidate:

- Post-secondary degree in health care, social sciences or a related field, or equivalent combination of training, lived and professional experience.
- 3-5 years relevant experience in assertive engagement, crisis intervention, working with people who are living with mental health and substance use concerns.
- Additional training in areas relevant to the position, including
 - trauma-informed care
 - best practices related to concurrent disorders
 - harm reduction principles
 - recovery principles within mental health
 - LGBT2SQ+ issues / Trans Health services
 - Refugee and immigration issues, settlement services
 - Issues relating to gender-based and intimate partner violence; safety planning
- Demonstrated understanding of and experience with de-escalation and Motivational Interviewing
- Extensive experience, skills and knowledge in working with individuals living with complex mental health, substance use health and chronic health issues.
- High level of knowledge related to trauma, mental health and substance use health disorders
- Experience in providing outreach and crisis response services within a substance use health framework
- Thorough knowledge of social and health service resources within Ottawa

- Thorough knowledge of rapid access to community resources related to mental health, substance use health and basic needs, including opioid management programs; harm reduction services; Consumption and Treatment Sites; counselling services; drop ins and food banks; shelters and housing resources; domestic violence resources; newcomer and cultural services.
- Demonstrated ability to provide crisis intervention and support
- Experience working with equity deserving populations including: youth, LGBT2SQ+ individuals, newcomers; individuals who are unhoused or precariously housed; individuals with concurrent disorders; seniors
- Demonstrated ability to work collaboratively across multidisciplinary teams
- Demonstrated ability to work with marginalized populations within a trauma-informed, anti-racist and anti-oppressive lens
- Excellent verbal and written communication skills
- Flexibility, clinical judgement, initiative and ability to work in a fast-paced environment
- Demonstrated effective relational skills, including the use of de-escalation, motivational interviewing, cognitive behaviour therapy and other communication and relational tools, to engage with clients and determine goals of care.
- Knowledge of required provincial, federal and municipal programs relevant to populations served, e.g. housing, ID, immigration status, social assistance, etc.
- Ability to work well independently and as part of multidisciplinary team
- Demonstrated flexibility and effectiveness within a rapidly changing environment, short deadlines and multiple priorities
- Exceptional attention to detail
- Knowledge of acute symptoms related to serious mental illness and/or substance use; and residual effects of major mental illness
- Demonstrated ability to deal effectively with challenging situations, maintain healthy boundaries and exhibit sound judgement for personal, team and client safety
- Ability to work evenings, overnights and weekends on a rotational basis
- Proficient with Windows-based computer systems including email and database programs
- Driver's License (G class) required to operate motor vehicle

Language designation:

English: Spoken & Written

French: Spoken (Oral Fluency, Reading Fluency) (Required for CCHC positions, desirable for SWCHC positions)

Desirable (please clearly self-identify on your application):

- Lived experience related to mental health, substance use and/ or homelessness
- Identifies as member of Indigenous, Black and/ or racialized communities
- Ability to communicate in any other language commonly spoken in catchment areas
- French : Written



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How to express interest in this opportunity:

Submit your letter of interest along with your resume on or before May 14, 2024 by 11:59pm to jobs@centretownchc.org.

Please note the following:

The subject line of your email should read “**Crisis Response Worker – ANCHOR**”

The file name for your resume should read:“(last name)_(first name)_ Resume

The file name for your cover letter should read: “(last name)_(first name)_ Cover Letter

We thank all applicants for their interest. Only applicants invited to an interview will be contacted.

Candidates requiring accommodation during the application and/or the interview process should contact us at jobs@centretownchc.org so arrangements can be made. CCHC is an equal opportunity employer and values diversity in its workforce and as such we encourage applications from individuals who reflect the broad diversity of communities we work with.

Centretown CHC has a mandatory COVID-19 vaccination policy, as such applicants must be fully vaccinated against Covid-19 and provide proof of vaccinations to be considered for employment. Reasonable accommodation will be considered for persons with medical exemption or other exemptions under the Ontario Human Rights Code.