

# Centretown Community Health Centre

## Position Description

**Position Title:** Community Support Worker  
**Team:** Mental Health and Addictions  
**Salary Scale:** \$46,379 - \$55,878  
**Classification:** C3  
**Reports to:** Director of Mental Health and Addictions and/or  
Director of Primary Care

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### Summary

The Community Support Worker is the first point of contact for many new clients. The Worker's overall objective is to assess client needs and connect the client with the resources to meet those needs within CCHC and /or in the broader community.

The Worker is part of the Mental Health and Addictions team and may work from various points of service within the Centre. The Worker's primary responsibilities are to navigate clients to the appropriate services (information and referral) and/or provide short-term support and intervention for clients requiring assistance (care coordination / crisis intervention / housing support / financial support / information and referral / short-term counselling/harm reduction/practical assistance). The Worker proactively engages clients and ensures that clients are bridged to the appropriate services both internally (if applicable) and within the broader community. The Worker, as with all CCHC staff, is responsible for addressing barriers to service and ensuring that each unique individual who walks through CCHC doors is met with dignity, and respect and are provided the resources to meet their needs.

### Major Responsibilities

#### 1. **Frontline Client Service:**

- Provides short-term support to clients and community members in need of social, financial, housing and other support services related to the social determinants of health.
- Assesses, informs and links clients with appropriate services within CCHC and/or the broader community.
- Serves as an advocate for clients'/community members internally and externally to facilitate effective and efficient service delivery, including services related to financial, housing, employment, harm reduction and mental health and /or other social needs.
- Develops care plans based on the client's goals and objectives / strengths and assets in collaboration with other members of the care team.
- Provides harm reduction information, resources and supplies
- Ensures accurate and compliant documentation of client interventions in CCHC's electronic management health record (EHMR)
- Works in collaboration with CCHC management to ensure quality care and implement quality improvement initiatives

- May be required to:
  - i. Provide pre and post-test counselling for anonymous HIV testing, administers the Point of Care testing, manages the administrative tasks related to this function
  - ii. Provide I.D. assistance services
  - iii. Coordinate seasonal programs and services
  - iv. Engage with key community partners when applicable
  - v. Develop and coordinate client care plans
  - vi. Provide harm reduction supplies and information and referrals related to safer drug use
  - vii. Participate in special clinics geared towards priority population, Urban Outreach, TransHealth Clinics etc.

## **2. Staff/Student/Training and Support**

- Actively collaborates with other frontline CCHC staff re: shared care for vulnerable clients with complex needs
- Actively shares information and resources on relevant community services
- Collaborates with relevant CCHC staff and community partners on social-related issues and programs
- Participates and actively engages in team meetings; centre wide meetings and ongoing training related to best practices in mental health and addictions
- Works as part of a team to ensure seamless coordination and timely access to services for clients
- Liaises with other community groups and resources to facilitate cross-referral of clients and to work in partnership when indicated
- Supervises students and/or volunteers when applicable

### **Education:**

- Bachelor's degree in Social Work or Social Science or equivalent combination of training and experience.

### **Professional Experience:**

- Minimum three (3) years relevant experience.

## **CCHC CORE COMPETENCY**

**Equity** - We believe in recognizing and respecting diversity among people in our communities to provide them with appropriate services that meet their varying needs. We strive to break down barriers so everyone can enjoy access to the services they need to be healthy. Equity is about recognizing differences among people and treating people differently according to their needs in order to achieve equality of access.

**Empowerment** - We value participation and believe in our clients' and communities' right to play an active role in determining what services are offered and how they are delivered. To achieve this, we foster open and constructive dialogue and believe in engaging in respectful, honest and clear communications practices. We strive to provide all the support and information required to make informed choices and participate in meaningful ways.

**Excellence** - We are committed to providing excellent services and strive for constant improvement and innovation. We focus on best practices, evidence-based approaches and ongoing evaluation to deliver effective and comprehensive services that best meet our clients' and communities' needs. We ensure accountable, efficient and effective use of resources.

**Respect** - We're committed to fostering an inclusive environment where everyone is treated in ways that are fair, courteous and compassionate. We believe in valuing one another's opinions and contributions and giving full consideration to these views with an open and non-judgmental mind.

## **Key Competencies**

### **Essential**

- Thorough knowledge of social service resources within Ottawa
- Demonstrated ability to provide crisis intervention and support
- Experience working with marginalized populations including: youth; LGBTQ; newcomers; homeless; individuals with concurrent disorders; seniors
- Demonstrated ability to work collaboratively across multidisciplinary teams
- Knowledge of:
  - trauma-informed care
  - best practices related to concurrent disorders
  - harm reduction principles
  - recovery principles within mental health
  - LGBTTQ issues / TransHealth
- Demonstrated understanding of and experience with Motivational Interviewing
- Demonstrated cultural competency and flexibility in the provision of service to individuals from diverse cultures and backgrounds.
- Excellent verbal and written communication skills.
- Flexibility, excellent judgement and initiative
- Ability to work some evenings and weekends.
- Proficient with Windows-based computer systems including email, MS Word and data base programs

### **Language Designation**

English and French

### **Standard CHC Employee Responsibilities**

All CCHC employees have some fundamental responsibilities that go beyond the confines of their occupations. These include:

#### **Administrative**

- Contributes to the Centre's activities to collect, analyse and report on data and relevant information and participate in research
- Preserves confidentiality of all client and employee information and seeks to minimize risk while working with data
- Submits records of time worked and time off in a timely manner
- Maintains and develops professional competence, and where applicable, a professional licence to practice, through appropriate continuing education

methods (e.g. peer interaction, literature review, conferences, courses, staff development leave, etc.)

- Complies and adheres to all applicable Centre policies and procedures

### **Organizational Responsibilities**

- Respects and values the diversity of the community and individuals
- Supports the Centre's student placement programs
- Contributes to the Centre's work by participation in activities that seek to strengthen collaborative and interdisciplinary teamwork, such as inter-component committees and working groups, strategic planning and accreditation
- Contributes to the Centre's practices of hiring, orienting and training of employees
- Participates actively in team meetings
- Consults with and provides support to team members and other CCHC employees regarding professional issues
- Participates in the Centre's strategic planning process
- Participates in the development of policies and procedures by providing feedback in the Centre's policy development process
- Works in a manner that incorporates health promotion and recognizes the determinants of health
- Participates in team and individual professional development opportunities

### **Occupational Health and Safety**

This position must also work within the scope of all legislative and Centre policies related to occupational health and safety. In this capacity, the employee:

- Works in a manner that promotes a safe, secure environment, and is compliant with the Duties of Workers under the Ontario Occupational health and Safety Act (Section 28)
- Must read and follow the Centre's occupational health and safety policies
- Works safely in consideration of the following job hazards: noise, workplace violence
- Uses personal protective equipment
- Participates in Occupational Health and Safety Training as required: AODA, WHMIS, Employee Safety Training, Other (as required)

### **Approvals**

Manager,  
Corporate Services: \_\_\_\_\_ Date: \_\_\_\_\_

Executive Director: \_\_\_\_\_ Date: \_\_\_\_\_