



**Crisis Line Worker
Ongoing Part-time (0.59 FTE)
Friday and Saturday Night Shifts**

Job Summary:

The Telephone Crisis Worker functions as a member of a multidisciplinary crisis services team to provide effective after-hours crisis intervention and stabilization to individuals experiencing a mental health crisis utilizing the principles of psychosocial rehabilitation. The incumbent works under the direction of the Program Manager to provide rapid triage, assessment, intervention, resolution and referral. All services are provided in accordance with the mission and established protocols of the Agency, and program service standards as outlined by the Ministry of Health and Long-term Care. This position will require the individual to work Friday at midnight till noon and the same for Saturday.

Qualifications:

- 3 year diploma in a health related or human services field
- One year relevant experience providing services to individuals who live with a serious mental illness, preferably in a community setting
- Designation as a Certified Psychiatric Rehabilitation Practitioner (CPRP) an asset
- Applied Suicide Intervention Skills and Crisis Prevention & Intervention Training an asset
- Knowledge of and ability to apply discipline specific principles and practices to individuals who live with a serious mental illness, within a client-centred approach
- Demonstrated knowledge of mental health symptoms, issues, psychotropic medications and associated side effects
- Knowledge of addictions preferred
- Demonstrated assessment and crisis intervention skills
- Ability to effectively utilize community resources and supports to meet the needs of individuals
- Ability to work under pressure within a changing environment
- Knowledge of the Mental Health Act and other relevant legislation
- Excellent communication and interpersonal skills in order to effectively engage community services and individuals
- Well developed problem-solving, prioritization and conflict resolution skills
- Ability to work autonomously as well as collaboratively within a multidisciplinary team environment
- Basic proficiency in computer skills; MS Office preferred
- Ability to provide coverage on a relief basis working after hours, weekends and holidays
- Required to provide a satisfactory criminal reference check (CRC) prior to hire

Please submit a cover letter and resume indicating how you became aware of this vacancy and quoting Competition Number 2010-31 by July 30, 2010 to:

Mail: Human Resources – Frontenac Community Mental Health Services
552 Princess Street, Kingston ON K7L 2X4

Fax: (613) 544-5804 Email: hr@fcmhs.ca

Please note: Only those selected for an interview will be contacted