



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

**Position:** Crisis Worker

**Competition Reference:** 2019-42-KFLA

**Required Shifts:** Days, Evenings, Overnights, Weekends

**Reports to:** Associate Director, Access and Service  
Transitions

**Vacancies:** 10

**Hourly Rate:** Pay Band 6  
\$28.47 - \$33.08

**Job Status:** Casual

**Location:** Kingston

**Union/Non-Union:** OPSEU Local 489

### 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:

- University Degree in a health care discipline. Candidates in a professional designation are required to present current unrestricted registration with their regulatory body
- Three years relevant experience providing services to individuals who live with a serious mental illness and/or addictions issue, preferably in a community setting
- Applied Suicide Intervention Skills Training an asset
- Crisis Prevention Intervention Training an asset
- Certification in First Aid and CPR 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 in order 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, have regular access to a reliable vehicle and provide proof of adequate vehicle insurance
- Required to provide a satisfactory criminal reference check (CRC) with Vulnerable Sector Screening prior to hire

*Please submit a resume and cover letter as one document only **quoting Competition Number 2019-42-KFLA***

**Email:** [amhs.careers@amhs-hpe.ca](mailto:amhs.careers@amhs-hpe.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 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.*