

Title: Mental Health Support Worker
Department: Mental Health and Wellness
Reporting to: Director of Mental Health and Wellness and, the Director of Programs

JOB PURPOSE AND SUMMARY:

The Mental Health Support Worker will establish trusting relationships with homeless, impoverished, and/or marginalized youth and young adults who are entrenched in street-life or traveling through Winnipeg with the overall goal of bettering their lives. The Mental Health Support Worker will join the newly created team within the department to ensure mental health supports are person-centered, solutions-focused and strengths-based with a trauma informed approach. RaY is a fast paced environment which depends on reliable, open-minded, flexible and team oriented individuals to *provide youth with what they need, on their terms, to better their lives.*

Hours: Full-time, 37.5 hours weekly

Hourly wage: dependent on qualifications and experience

Schedule: Standard hours, Mon-Fri (9:00- 5:00 p.m.), some evenings and weekends may be required

Deadline: Open until filled

KEY RESPONSIBILITIES:

The responsibilities of the Mental Health Support Worker include, but are not limited to the following:

1. Case Management and Coordination

- Build trusting relationships with homeless and impoverished youth and young adults who access services and resources through RaY's drop-in centre, encouraging healthy and informed decisions which lead to improved quality of life for youth and young adults
- Connect youth to necessary and relevant resources; accessed through referral and direct provision
- Build relationships throughout the downtown, West Broadway, Osborne Village communities and beyond; with local vendors, businesses, social service providers and general public including street entrenched youth and young adults
- Impart information and direction that will empower youth and young adults to make informed and healthy decisions in the hopes of improving their quality of life
- Work in cooperation with RaY's integrated service team and determine effective collaborative strategies that formulate best youth care practices
- Develop individualized support services based on clinical assessments and critical case management consultations
- Assess participant needs, planning for service and provide suitable intervention(s)
- Effectively transition youth between acute care into community based services that promotes a wraparound service approach
- Provide supportive counseling and 1-1 support/brief interventions
- Assist participants who are experiencing crisis, including prevention of crisis
- Co-facilitate workshops and provide group support that will include topics such as: stigma of mental illness and mental health literacy
- Promote mental health and supporting prevention strategies in the community through various networking opportunities or relevant advisory meetings
- Refer youth and young adults who access resources and emergency services at the drop-in centre to relevant programming and departments within RaY (Housing, Employment Support, Advocacy, Health Clinic etc)

- Implement effective exit planning for youth and young adults who are building towards sustained independence from RaY
- Listen to the needs of youth and young adults while imparting this information to management who can design programming to meet specific needs
- Provide rehabilitation services that designs a service plan to reach life goals and develops an after care strategy contingent on social life skills that is inclusive and safe

2. Administrative Support

- Ensure that all assessments, follow-ups and reports are completed in a timely manner
- Maintain quality up-to date documentation on all interactions with youth and service providers
- Ensure that all data collected is entered and reported in a timely manner (monthly)
- Attend administrative meetings and contribute to the overall agency goals and planning (daily)
- Support the Director of Mental Health and Wellness in the capacity of assessments and treatment planning
- Assist the Addictions Support Worker with day to day case reviews and contribute to the lens of reducing harm in preventative measures
- Assist the department team in planning, reviewing work and managing caseloads, including the closure and transfer of cases
- Support the strategic direction of the departments vision and goals through active engagement, leadership and aid the development and implementation phase into growth and stabilization

Perform other tasks as assigned

KNOWLEDGE, SKILLS AND ABILITIES:

Required Assets

- Creative problem solving and strong advocacy skills
- Experience working with vulnerable youth or other at-risk populations
- Strong working knowledge of harm reduction principles
- Responsible, organized, and detail oriented
- Excellent interpersonal, communication and written skills
- Cultural competency skills, knowledge, experience and awareness
- Strong understanding of mental illness and their treatment planning
- Capacity to build and maintain strong relationship with partner agencies and service providers
- Ability to function independently while also working as part of a frontline team
- Ability to multitask and prioritize in a fast-paced environment with minimal supervision
- Must have a familiarity of resources that are available to youth in Winnipeg; specifically health and social services.
- Must possess knowledge of street life in the inner city including, gang activity, substance use and sexual exploitation.

Desired Assets

- Knowledge of relevant legislation such as the Mental Health Act, CFS Act, Vulnerable Persons Living with a Mental Disability Act

Education and Experience:

- Experience working within the not-for-profit sector
- Degree, diploma or certification in a mental health and/or social services discipline

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- Desired certification: Level C-CPR, Mental Health First Aid, ASIST, Stages of Change/Motivational Interviewing
- Minimum of 3-5 years of experience working in a similar role with a provision of mental health services
- Valid driver's license
- Criminal Record Check, Child Abuse Check and Driver's Abstract
- Proficiency in MS Office, Google Products and general comfort with technology

Physical Demands and Work Environment

- Physical demands: sitting, walking, some lifting up to 20 lbs
- Work environment: an environment of high-stress and fast paced crisis intervention. Will be largely in the office but may require home visitations and transportation of participants within city limits.

RaY is committed to representing diversity among our staff and volunteers. Indigenous peoples, visible minorities, persons with disabilities, persons of minority sexual orientations and gender identities are encouraged to apply and self-identify.

Please email your resume and cover letter detailing the position title in the subject line and email your attachments to employment@rayinc.ca or by fax to (204) 775- 4988 with attention to Employment at RaY. No phone calls please

Thank you for your consideration