

October 24, 2018

Internal/External Job Posting:

Community Support and Crisis Intervention Worker

Permanent full-time; 35 hours per week

Posting Number: 2018-019

Davenport-Perth

Neighbourhood and Community Health Centre



Davenport-Perth Neighbourhood and Community Health Centre (DPNCHC) is a multi-service community agency committed to furthering community development/capacity building and health promotion activities for all ages. A United Way Agency, the Centre specializes in programs ranging from early years to youth, isolated adults, health and seniors. The Community Support and Crisis Intervention Worker (CSCI) provides support and intervention to community members who face barriers accessing support services. The CSCI Worker will provide intake, crisis support, referral and advocacy and will focus on clients with complex/multiple needs.

Responsibilities:

- Carry out planning, development and implementation of core support and intervention service components, including: intake assessment, information referral, follow-up and case coordination
- Provide support, information, referrals and informal counselling to individuals and groups as necessary; assist clients navigate through various systems such as Ontario Works/ Ontario Disability Support Program, Housing applications, and provides other emergency/urgent support based on client needs
- Advocate on behalf of client needs involving others as needed and where appropriate; following up with clients and staff as required
- Ensure co-ordination of services to enhance communication and referral networks
- Assist in maintaining contact with and ensuring exchange of relevant information and resources with DPNCHC staff, community partners and relevant referral sources
- Document clients interactions as required; maintaining accurate data that reflect the encountering activities with DPNCHC clientele
- Assist with information and statistics for funding submissions and reports
- Provide effective support, direction and leadership to student placements and volunteers

Qualifications:

- 2-3 years of post-secondary education in the social/human services field (human services, community services, crisis intervention, social work etc.)
- 1.5 to 2 years work experience in community settings including intake, crisis intervention/counselling, community support or similar position
- Solid understanding of community programs and social supports system including Ontario Works, Ontario Disability Support Program, Assisted housing, Legal supports etc.
- Proven intake, assessment and referral skills
- Proven crisis intervention experience (e.g. housing, income, legal aid, etc.)
- Knowledge of community-based health services including the special needs of priority populations (e.g. newcomers, low income, people with addictions, post psychiatric, abuse survivors, etc.)
- Demonstrated commitment to social change and cultural competency
- Self-directed and independent and able to work effectively with an inter-disciplinary team
- Good communication skills written and oral and demonstrated group facilitation skills
- Ability to work flexible hours, including some evenings
- Ability to speak a second language relevant to this neighbourhood is an asset (Portuguese, Spanish in particular, but not exclusively)
- Knowledge of DPNCHC and relevant services and community organizations

Salary range: \$37,233-\$40,620 per annum, plus extended health benefits including HOOP pension plan. **This position is part of the bargaining unit.**

Cover letter & resume: **Posting 2018-019** to hire@dpnchc.ca or mail to 1900 Davenport Road, Toronto, ON M6N 1B7.

Due Dates: Internal Applicants: 5 pm, November 1, 2018

External Applicants: 5 pm, November 6, 2018.

Davenport-Perth Neighbourhood and Community Health Centre encourages applications from candidates, whose background is diverse in terms of culture, race, language, religion, class and gender /sexual orientation. Reasonable accommodation or any other special needs will be provided in all parts of the hiring process. If you require any accommodation, please advise Human Resources. As a condition of employment, all prospective employees will be required to undertake a Vulnerable Sector Screening with Police Services. Only applicants selected for interviews will be contacted. No phone calls please. DPNCHC is a perfume free environment.



E info@dpnchc.ca
T 416 656 8025
F 416 656 1264

1900 Davenport Road
Toronto, ON M6N 1B7
www.dpnchc.ca