



36 Elgin St., 2<sup>nd</sup> Floor  
Sudbury, ON  
P3B5B4  
1-(705)-222-NISA (6472)

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**EMPLOYMENT PACKAGE:**

The following employment package contains information to apply for the position of **Regional Warm Line Peer Support Worker**.

The package contains (for your information):

1. **Job Description “Regional Warm Line Peer Support Worker”**
2. **Job Applicant Screening**
3. **Scenario Questions**

Requirements for submission:

1. **Applicant’s Resume & Cover Letter**
  2. **Completion of Application Screening Form**
  3. **Completion of Scenario Questions (3)**
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**How to apply:**

Please fill out the enclosed application package, following all directions clearly and submit to the attention of:

Human Resources

By Email: [hr@nisa.on.ca](mailto:hr@nisa.on.ca)

By Mail: 36 Elgin Street, 2nd Floor, Sudbury, ON P3C 5B4

Only those selected for an interview will be contacted

**INTERNAL/EXTERNAL COMPETITION – DEADLINE Friday, April 22<sup>nd</sup>, 2019 at 4:00 p.m.**

## **Job Posting: Regional Warm Line Support Worker (2)**

**REPORTS TO:** Regional Warm Line Coordinator

**HOURS AND REMUNERATION:** 12hrs per week, evenings between 6pm and Midnight, weekdays, weekends, holidays

### **POSITION SUMMARY:**

Under the direction of the Regional Warm Line Coordinator, the Warm Line Peer Support Worker is responsible for operating a pre-crisis telephone support line. This includes assisting callers by listening, talking, and referring them to other community resources. The Warm Line Peer Support worker will provide a continuum of functions, from a recovery-based approach, including: active listening and reflection, building relationships, developing support plans with callers, systems advocacy, symptom management, life skills teaching. In addition, Warm Line Peer Support Worker's will develop a working knowledge of community resources through Northeastern Ontario and provide assistance in connecting callers to appropriate services.

### **DUTIES AND RESPONSIBILITIES:**

#### **Provides support to individuals to assist in their recovery:**

- Providing assistance and support to individuals on the phone, using a non-judgmental, strengths-based approach.
- Recognizing and respecting recovery based philosophy including individual's right to self-determination and autonomy
- Making referrals to emergency services (Crisis Program, 911) as required.
- Referring callers to available community resources, working toward the best interest of the caller as a member of the community.
- Provides peer support and feedback to co-workers.
- Assists callers in accessing and obtaining other community resources where needed and appropriate and advocates with and for callers to ensure adequate resources are available.
- Ensuring callers have information related to rights under the Mental Health Act and other related legislation.
- Ensuring caller has awareness and understanding of rights relating to services, confidentiality.
- Ensuring family members are aware of available resources. Where conflicts arise between the wishes of caller and family members, family members are referred to an alternative staff or service.

#### **Participates in the evaluation of program goals and objectives, making recommendations on changes to current program activities for improved service delivery.**

#### **Ensures all file management and reporting functions are maintained in a comprehensive and timely manner:**

- Ensuring individual's contacts are recorded appropriately and in a timely manner utilizing CRMS database program
- Ensuring that monthly, annual and other required reporting documentation are completed
- Provided assistance to Regional Warm Line Coordinator with community networking and additional tasks
- Bringing forward training needs and takes responsibility for seeking out relevant training opportunities.
- Promote NISA's mission, vision and values to the membership and to the community.
- Represent NISA in a professional manner.

#### **Maintains up-to-date knowledge of the Mental Health Act and related legislation, the structure and personnel of local social agencies, government departments and trends and developments in the community that could affect the provision of mental health services**

#### **Avails self of opportunities for professional development:**

- Bringing forward training needs and takes responsibility for seeking out relevant training opportunities
- Participates in workshops and seminars as required
- Participates a monthly staff meeting
- Participates a bi-monthly cross regional staff teleconference
- Participates in the performance review process

#### **Works within the Policies and Procedures of NISA/Northern Initiative for Social Action**

#### **ESSENTIAL RESPONSIBILITIES AND DUTIES:**

- Carrying out all duties of the Warm Line Peer Support Worker in a moral and ethical manner

- Being present at the scheduled time of the day ready for the performance of duties
- Being ready emotionally and physically to perform duties
- Be available to work varying shift days

## **QUALIFICATIONS**

- Lived experience within the mental health system
- A diploma, degree or Canadian equivalent in health or a related discipline (Social Service Work, Social Work, Psychology, Humanities, Social Sciences) is considered an asset
- Familiar with the goals and objectives of NISA/ Northern Initiative for Social Action
- Have working knowledge of mental health service agencies, including consumer/survivor organizations in Ontario
- Completion of Wellness Recovery Action Plan (WRAP), Applied Suicide Intervention Skills Training (ASIST), and other Peer Support training is strongly preferred
- Completion of Standard First Aid with CPR, WHMIS, Workplace Accessibility and Prevention of Violence and Harassment in the Workplace Training is preferred
- Computer experience, including an ability to use Word, Excel, Publisher and email/internet technologies
- **Verbal proficiency in both official languages is preferred.**

The statements contained in this job description reflect general details as necessary to describe the principal functions of duties, the level of knowledge and skill typically required and the scope of responsibility. It should not be considered an all-inclusive listing of work requirements. Individuals may perform other duties as assigned, including work in other functional areas. This position is currently under review and may be subject to change.

NISA is an organization run by and for consumers of mental health services. We develop occupational skills, nurture self-confidence and provide resources for recovery, by creating opportunities for participants to contribute to their own well-being and that of their community. NISA is strongly committed to employment equity within its organization. We welcome applications from all qualified candidates, including women, Aboriginal people, visible minorities, persons with disabilities and members of sexual minority groups. Members of these designated groups are encouraged to self-identify.

*Accommodations are available on request for candidates taking part in this job competition, in all stages of the selection process.*

**How to apply:** Review the requirements for submission on page 1 of this package. Email your completed package to [hr@nisa.on.ca](mailto:hr@nisa.on.ca) or send via mail to the address supplied. Only those chosen for an interview will be contacted.

## JOB APPLICATION SCREENING

Please fill out the following form and attach to your resume.

Name: \_\_\_\_\_ Date: \_\_\_\_\_

<b>JOB COMPETENCIES</b>	<b>Yes or No</b>
<b>Educational Preparation:</b>	
Do you have a diploma, degree or Canadian equivalent in health or a related discipline (Social Service Work, Social Work, Psychology, Humanities, Social Sciences)?	
Do you have Peer Support Employment Training?	
Have you completed a WRAP (Wellness Recovery Action Plan)?	
Have you completed Applied Suicide Intervention Skills Training (ASIST)?	
<b>Language Capacities:</b>	
<b>Are you bilingual (English and French)</b>	
Do you speak another language along with English or French? If so, indicate which language.	
<b>Experience and Knowledge:</b>	
Do you identify as a consumer and/or someone with personal lived experience of mental illness?	
Do you have previous experience working as a peer support worker?	
Do you have <u>at a minimum</u> 1 year of experience working with people who have lived experience of mental illness?	
Do you have experience intervening with individuals who are in crisis and/or suicidal?	
Do you have <u>at a minimum</u> 1 years of experience working in volunteer management or program planning?	
Do you have previous experience supervising staff?	
Do you have experience working with people who have substance use disorder?	
Are you knowledgeable of community resources in North Eastern Ontario?	
Do you have knowledge of Peer Support practice?	
Are you knowledgeable of pertinent legislation affecting members? (e.g. Mental Health Act, Ontario Works?)	
Do you have experience in advocating for individuals within the Mental Health, Criminal Justice, and Social Service systems?	
Are you able to assess member needs and develop service plans that respond to member needs and preferences?	
Have you demonstrated the ability to work effectively with a wide variety of professionals?	
Are you interested in working as part of a team?	
Are you able to work flexible hours?	
Do you have a strong belief in a member-driven services?	
Do you have a non-judgmental attitude to those with various lived experiences based on race, class, sexuality, ability and gender identity?	
Have you demonstrated the ability to establish and maintain good working relationships with members, colleagues, and the community at large?	
Do you have a valid Canadian class G driver's license and access to a vehicle?	

Note: Misrepresentation shall disqualify you from employment or be considered just cause for dismissal.

\_\_\_\_\_  
Signature

\_\_\_\_\_  
Date

## **SCENARIO QUESTIONS:**

### **Position: Warm Line Peer Support Worker**

#### **Definition of the Program:**

Operating under the Peer Support model, the Regional Warm Line is a pre-crisis telephone service, staffed by people with lived experience of mental illness. Each night three trained Peer Support Workers offer direct support and community service referrals to community members across Northern Ontario and beyond.

#### **Please answer the following questions (please answer on separate page): Please answer the following questions (please answer on separate page):**

1. The Recovery philosophy is promoted at NISA. Describe your knowledge of Recovery in mental health and how you would promote Recovery oriented practice to a consumer or family member accessing the service.
2. A person calls the Warm Line for the first time and discloses that they have a mental illness and talks about some of the things going on in their life. They ask you if you have experience with mental health issues. What would you be comfortable sharing and why?
3. A person calls the Warm Line and talks about a job that they were interviewed for that day. They describe to you what happened and how they had felt judged because of their mental health issues. They are feeling hopeless and that each step they try to take to better their life is in vain. They are feeling very depressed and not sure where to turn. They don't have many friends and are isolated from their family. They are have recently heard about "peer support" and would like some more information Please write a short summary that includes 1) An objective overview of the call content, 2) What skills you would use as a worker to assist and support the caller and 3) Whether or not you would make a referral, and if so, where?