

36 rue Elgin Street, Second Floor, 2^e étage, Sudbury, Ontario P3C 5B4

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

Requirements for submission:

1. Applicant's Resume & Cover Letter
2. Completion of Application Screening Form

How to apply:

IMPORTANT: Do not apply through Indeed. Please visit our website nisa.on.ca and download the application package. Only fully completed application packages will be considered.

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

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

In Person: 36 Elgin Street, 2nd Floor, Sudbury, ON P3C 5B4

Only those selected for an interview will be contacted

DEADLINE: Friday December 2nd 2022 by NOON.

Northern Initiative
for Social Action

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Job Posting: Regional Warm Line Peer Support Workers (3)

REPORTS TO: Regional Warm Line Coordinator

HOURS AND REMUNERATION: 6 to 12 hours per week, evenings between 5:45 pm and 12:15 am weekdays, weekends, holidays. \$15.50 / hr.

POSITION SUMMARY:

Under the direction of the Regional Warm Line Coordinator, the Regional Warm Line Peer Support Worker is responsible for operating a pre-crisis telephone support line. The Regional 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, Regional 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 on line B-Care database program
- Ensuring that monthly, annual and other required reporting documentation are completed

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- Provide 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 in staff meetings
- 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 and cell phone experience, including an ability to use Word and email/internet technologies and cell phone apps.
- Possess reliable computer and cell phone and have access to internet.
- Verbal proficiency in both official languages is considered an asset.

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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.

NISA is an organization run by and for people with lived experience of mental health challenges or mental illness. 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 and reviews each applicant without discrimination due to race, ancestry, place of origin, colour, ethnic origin, citizenship, creed, sex, sexual orientation, gender identity, gender expression, age, record of offences, marital status, family status or disability. NISA encourages all qualified applicants to apply.

Accommodations are available on request for candidates taking part in this job competition, in all stages of the selection process. Contact Annette Babcock, 705-222-6472 ext. 305.

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JOB APPLICATION SCREENING

The purpose of this form is to provide reviewers with information that will assist them in understanding qualifications and training needs. Answering 'no' to a question does not necessarily disqualify a candidate from consideration.

JOB COMPETENCIES	Yes or No
Educational Preparation:	
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 Training?	
Have you completed a WRAP (Wellness Recovery Action Plan)?	
Have you completed Applied Suicide Intervention Skills Training (ASIST)?	
Language Capacities:	
Are you bilingual (English and French)	
Do you speak another language along with English or French? If so, indicate which language.	
Experience and Knowledge:	
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?	
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 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?	

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

Signature

Date