



Job Title: Francophone Outreach Worker
Program: Community Connection Services
Reports to: Team Lead, Community Connection Services

This position provides education, navigation, connection to community resources and support related to mental health and addiction concerns for the Francophone community in Durham Region.

Responsibilities

- Conducts education and training in mental health and addiction targeting the Francophone community
- Researches, compiles and maintains current inventory of available community resources for the Francophone community and connects individuals with appropriate resources
- Establishes and maintains positive partnerships throughout the region for the Francophone community
- Maintains links with community organizations to generate referrals to programs and services
- Develops strategic work plan to ensure the needs of the Francophone community continue to be met
- Creates appropriate outreach activities and health promotion that meet the specific needs of the Francophone community
- Develops a recognized community profile as a Francophone based resource
- Participates as a member of a high performance, multi-service team providing case management services and managing an assigned caseload of mental health clients
- Conducts comprehensive assessments including OCAN, Gains and Falls Assessments and follow up with referral sources
- Provide support services to clients, up to two or three months in duration, and determines whether long-term services are required
- Reviews clients' in-take and assessment information and presents to Community Connection Services Intake Committee, outlining goals that address clients' needs for long term stability and growth
- Provides case management services in an individualized, supportive and flexible manner
- Works with clients one-on-one looking at coping strategies and educating about community resources
- Advocates and assists clients to navigate the Mental Health System and link to services
- Provides support services to clients assisting with scheduled appointments, arranging transportation to appointments, as necessary
- Provides assistance to clients establishing peer and family support networks
- Consults and collaborates with community resources and service providers ensuring clients obtain the most appropriate services and receive continuity in their care
- Documents client contacts, creates daily logs, summaries and other reports in a timely manner, as outlined in the CMHA Durham policies and procedures
- Provides on-call services to clients and acts as back up coverage to staff, as required
- Additional course delivery/certification training as required
- Performs other tasks as assigned by management



Requirements

- Post-secondary education in a related area of study (i.e. mental health, social sciences or human services) and a minimum two years related work experience or equivalent combination of education and experience
- Fluent in oral and written French and English
- Sound knowledge the Mental Health Act, Health Care Consent Act, social service benefits and related legislation in Ontario
- Instructor certification in Mental Health First Aid preferred
- Ability to develop and maintain positive relationships with community partners and represent the agency in a professional manner at all times
- Strong knowledge of community resources for mental health and addiction in the Durham Region
- Experience with varied and relevant outreach strategies including social media
- Ability to acquire and utilize community resources effectively to meet client needs
- Excellent problem solving skills to weigh all factors when assessing clients
- Strong communication (written and verbal), organizational and interpersonal skills
- Valid Ontario Driver's license, access to a dependable vehicle in safe working order and appropriate insurance coverage
- Ability to work a variable schedule which may include evenings and weekends as required
- Proficiency with MS Office (Word, Outlook, Excel and PowerPoint) and the Internet

Application Procedure

1. Forward cover letter and resume to: recruitment@cmhadurham.org
2. Deadline for applications is **March 15, 2018**

CMHA Durham is an equal opportunity employer. All qualified candidates are encouraged to apply; however only those selected for an interview will be contacted. Accommodations are available upon request.