



POSITION DESCRIPTION

Position Title:	Employment Support Worker		
Program Name:	Making it Work	Position Class:	6
Reports To:	Program Manager -Peer Initiatives and Vocational Services	Location (Work Site):	Peterborough
Effective Date: July 25, 2016		Review Date: June 16, 2017	

Position Summary:

The Employment Support Worker in the Making It Work program provides individualized, intensive vocational supports and services to help clients with mental health concerns find and maintain competitive employment. Staff must demonstrate the professional ability to build working relationships with employers and other relevant community partners to develop an employment network, decrease mental health stigma and provide education regarding psychological health and safety in the workplace. Services are delivered using the Individual Placement and Support (IPS) Model; an evidence based best practice, client centred, strength based approach. The Employment Support Worker must also provide; job development within the community, employment determination, career planning, mental health supports, employment preparation, service coordination as required, arrange unpaid placements, job crisis support, accommodation planning and implementation, education and supports to both employees and employers within the community, job retention and on site coaching. The Employment Support Worker must possess the ability to efficiently and accurately collect and enter statistical and financial reporting to program funders.

Key Responsibilities (Activities)

1. Vocational Support to Clients and Employers

- Provide support to clients using the eight principles of the Individual Placement and Support (IPS) model
- Assists individuals with mental health concerns to identify viable work options
- Assesses employment readiness



- Plans courses of action as a result of assessments – functional capacity evaluations, consideration of clients’ physical tolerances, impact of mental health on employability and activities of daily living etc.
- Recommends, develops and implements employment plans
- Service coordination as required
- Assists individuals to prepare for and find meaningful and competitive employment
- Job development, including job carving
- Provides job coaching(on site support to job train clients and/or assist them to maintain quality, accuracy and quality of work)
- Provides intensive job retention support
- Markets the Making it Work program to prospective employers
- Advocates and negotiates on behalf of clients, when necessary
- Facilitates referrals to identified community resources
- Develops accommodation plans
- Provides job crisis support
- Pre-employment services i.e. resume development
- Negotiates job trials and subsidies with employers and other ES agencies
- Understands and provides Labour Market Information to job seekers to direct their employment search

1. Documentation

- Documents and maintains electronic and paper client records (Intake and assessment forms, progress notes, correspondences, database files, etc.).
- Completes administrative tasks including: timesheets, expense reports, vacation requests
- Completes other required documents in program and agency policies and procedures and standards
- Reports and maintains program-related statistical data
- Enter employment details (including, job type, job title, hours, wage, etc.) and monthly income earnings into the ESMS database on a regular basis(ESMS- Employment support management system is a secure database that can only be accessed by a maximum of two people at this agency)

2. Building/Fostering Relationships in the Community

- Liaises with Community Employment Resource Partnerships (CERP), ODSP ES service provider meeting group, Employment Networking group(ENG), the local OSDP and OW offices and various other community partners



- Participates in community outreach activities through the development of collaborative partnerships, participation on inter-agency committees and through presentations, education and visits to community agencies and services as appropriate

3. Team Work and Collaboration

- Within the Making it Work program the employment support worker demonstrates strong interpersonal and collaborative skills.
- Works independently and as part of inter-disciplinary team as well as with community partners and employers to provide seamless coordinated services
- Actively participates in staff and team meetings
- Actively participates in community committees as required (e.g. Employment and Networking group)
- Contributes to the overall development and smooth functioning of the Making it Work program and the agency through committee involvement

4. Client Safety

- Adhere to CMHA HKPR client safety programs including verification and checking procedures as well as infection control and prevention procedures. Maintain open lines of communication with clients, family members, and fellow staff to maintain highest quality levels for client safety. Report client safety incidents and suggested improvements to manager or delegate.

5. Performance Management and Professional Development

- Participate cooperatively in the agency performance management process/system
- Stay current on relevant legislation and best practices, current research, policies and procedures
- Participate in ongoing professional development and mandatory training
- Actively engage and participate in supervisory process

6. Health and Safety – Worker Responsibilities

- Work in compliance with the Occupational Health And Safety Act, applicable regulations and all organizational health and safety requirements and procedures to ensure the health and safety of clients, staff/colleagues, volunteers and students



- Actively participate in workplace, departmental and job-specific health and safety orientation, education and training
- Use or wear any equipment, protective devices or clothing required by the employer
- Operate any equipment and work in a way that does not endanger oneself or any other worker
- Comply with established policies, procedure and work practices regarding health and safety
- Identify and report workplace and job hazards, defects and contraventions of the Act to your supervisor or employer
- Report health and safety problems to your supervisor or employer
- Notify your supervisor if clarification of a policy, procedure or safe work practice is needed
- Use initiative to reduce risk and apply discretion to solve problems, within scope of authority
- Work co-operatively with co-worker, supervisor, JHSC members and others

7. Other duties as assigned

- Attend, participate in team/staff meetings, and all-staff meetings as required
- Participate in agency quality improvement activities, e.g. accreditation projects, committee work, special events, etc.
- Participates in MCSS ODSP ES and **MAESD** audits
- Participate in quality improvement activities at the team/program level
- Participate in external committees as required
- Duties may change from time to time

Requirements of the Position:

A: Education and Training

To be eligible for this position successful completion of post secondary **diploma or degree** in the social work or health science disciplines is required.

We recognize that mandatory training before hire is an asset, however, successful completion of the training applicable to this role shall be requirements for continued employment in this position:



- **WHMIS**
- **ASIST**
- **NVCI**
- **CRMS**
- **First Aid/CPR**
- **Safe Food Handling**
- **Back Care training**

Assets with regard to this position:

- **Formal Training or Education in; Labour Market Information, Job Development, Employment Counselling, CBT informed, DBT informed, Solution focused Therapy informed, Trauma Informed, Motivational Interviewing, Concurrent Disorders**

B: Related and Relevant Experience

Mandatory experience

- Minimum of one year related experience in the mental health and/or employment field
- Demonstrated experience or understanding of the impact of employment rehabilitation in mental health recovery
- Excellent organizational skills; demonstrated ability to self-manage time and multiple tasks
- Solid clinical and therapeutic assessment and intervention skills
- Excellent skills in communication, advocacy on behalf of clients, collaboration with inter-professional teams, consultation with professional colleagues and employers and the community
- Excellent interpersonal skills, flexible, and works effectively at an individual, program and system level
- Knowledge of psychosocial rehabilitation (PSR) principles
- Strong oral and written communication skills
- Demonstrated knowledge of computer applications (Microsoft Outlook, Word, databases)
- Possess a valid Ontario Driver's License, automobile in good repair and adequate level of insurance coverage
- Satisfactory police records search and vulnerable sector screening check

Preferred experience

- Group facilitation skills



**Canadian Mental
Health Association**

Haliburton, Kawartha, Pine Ridge

- Knowledge of regional (HKPR) community resources



C: Competencies

Type of Competency	Level of Competency
Clinical	
Analytical Thinking and Decision Making	Intermediate
Client Management within the Community –	Intermediate
Client Supports	Intermediate
Commitment to Continuous Learning	Intermediate
Crisis Intervention	Intermediate
Documentation	Intermediate/advanced
Human Development	Basic/ intermediate
Mental Health/Concurrent Disorder/Dual Diagnosis	Basic/ intermediate
Pharmacology	Foundational/ basic
Screening and Assessment	Intermediate
Service Planning	Intermediate
Substance Use/Addictions	Basic/ Intermediate
Behavioural	
Adaptability and Flexibility	Intermediate
Collaboration	Intermediate/ advanced
Communication	Intermediate
Diversity	Basic/ Intermediate
Ethics	Intermediate
Interpersonal	Intermediate
Professionalism	Intermediate/Advanced
Teamwork and Multidisciplinary Approach	Intermediate/Advanced
Functional	
Analysis and Problem Solving	Intermediate/ Advanced
Knowledge of Community Resources	Basic/Intermediate
Organization and Planning	Intermediate/Advanced
Record and Information Management	Intermediate/Advanced
Technical (Computer Skills)	Intermediate

D: Other

- Strong work ethic
- Demonstrates tact, diplomacy, sensitivity
- Creative – develop solutions, engaging clients



Working Conditions:

- Works in an office setting and in the community including other employment sites
- Works directly with individuals living with mental health concerns and/or dual diagnosis and/or addictions, individuals who are experiencing emotional and/or mental health issues and are working towards recovery
- Transports clients in personal vehicle
- There are multiple competing demands which require time management skills, the ability to be flexible and to prioritize
- Some evenings may be required, weekend shifts and public and statutory holidays

Approval/Revised Approval Dates:

Program Manager _____ Date _____

Program Director(s) _____ Date _____

Human Resources Manager _____ Date _____

I have read and understood the above position description.

Employee Signature

Date