Canadian Mental Health Association
Haliburton, Kawartha, Pine Ridge

Position Description

Position Title:	**Peer Outreach Worker**		
Program Name:	Peer Initiatives and Vocational Services	Position Classification:	5
Reports To:	Program Manager		
Effective Date: July 2016		Review Date: July 2017	

Position Summary:

Peer support is founded upon the principle that people who have life experiences in common have something to offer each other which cannot be provided by others. This approach assumes that individuals with mental health lived expertise either personally or through loved ones can better understand and relate to individuals trying to deal with their mental illness and are in a unique position to offer assistance.

The Peer Outreach Worker is responsible for the support of individuals living with mental illness to improve the quality of their lives through the provision of community-based, client centered services that support positive interdependence and recovery.

Key Responsibilities

1. **Peer Support**

- Promote positive and supportive attitudes toward people who have experienced mental health problems through outreach support in the community
- Provide client services using the guidelines for the practice of peer support from the Mental Health Commission of Canada
- Promote client strengths through the application of psychosocial rehabilitation principles
- Assist in the planning and implementation of services and supports that will positively impact a person's wellness and recovery
- Facilitate referrals as necessary to identified community resources

- Work 1 on 1 with clients to assist them in obtaining their goals as outlined on Peer Outreach referral with time lines
- Advocate and negotiate on behalf of clients, when necessary
- Work collaboratively with all Peer Support staff
- Assist clients in reducing isolative behavior
- Work within a multidisciplinary team approach, using best practice and measurable outcomes

Outreach Support

- Develop, implement and maintain Peer Outreach "drop-in" programs in rural communities –e.g. Lakefield, Buckhorn, Campbellford, Omemee, Bobcaygeon
- Provide Peer Outreach Support at Peterborough Regional Health Centre (P.R.H.C.) or Ross Memorial Hospital according to established Memorandum of Understanding's
- Participate with nursing staff, occupational therapist and other hospital staff in client programs as appropriate
- Participate in the development and delivery of group programming as required
- Provide clients with crisis intervention supports when necessary
- Represent C.S.I. on the C.E. L.H.I.N. C.S.I. Network

2. Documentation

- Document and maintain electronic client records (Intake and assessment forms, progress notes, correspondences, database files, etc.).
- Report and maintain program-related statistical data
- Complete administrative tasks including: timesheets, expense reports, vacation requests
- Complete O.C.A.N. assessments and other required documents in program and agency policies and procedures and standards

3. Other Activities

- Liaise with hospitals, community partners etc.
- Develop and maintain effective working partnerships with Hospital staff and community partners

- Participate in community outreach activities through the development of collaborative partnerships and through presentations, education and visits to community agencies and services as appropriate

4. 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

5. 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 self 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 the supervisor or employer
- Report health and safety problems to the 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-workers, supervisor, Joint Health and Safety Committee members and others

6. Client Safety

Adhere to C.M.H.A. H.K.P.R. client safety programs including program policies as well as infection control and prevention procedures. In partnership with clients, family members, and fellow staff, maintain open lines of communication to assist the organization in identifying and achieving quality outcomes for client safety. Report client safety incidents and suggested improvements to manager or delegate.

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.
- 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

Successful completion of post-secondary education (diploma or degree) in the social/health science disciplines.

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:

- Health and Safety Training (including but not limited to the following):
  - Globally Harmonized System (previously W.H.M.I.S.)
  - Infection, Prevention & Control
  - Workplace Violence
  - Accessibility for Ontarians with Disabilities Act
- Applied Suicide Intervention Skills Training
- Non Violent Crisis Intervention
- O.C.A.N.
- C.R.M.S.

- First Aid/C.P.R.

Assets with regard to this position:

- W.R.A.P. Level 2 Certification
- G.A.M. Training
- P.S.A.C. Certification
- Formal Training or Education in: Motivational Interviewing, C.B.T. informed, D.B.T. informed, Solution focused Therapy informed, Trauma informed, Concurrent Disorders
- Completion of post-secondary education in the social/health science disciplines

B: Related and Relevant Experience

Mandatory experience

- Lived expertise, either personally or through loved ones
- Minimum one year of experience working in the mental health sector

Preferred experience

- Group facilitation skills
- Excellent organizational skills; demonstrated ability to self-manage time and multiple tasks
- Excellent skills in communication, advocacy on behalf of clients, collaboration with inter-professional teams, consultation with professional colleagues and the community
- Strong oral and written communication skills
- Demonstrated knowledge of computer applications (Microsoft Outlook, Word, databases)
- Excellent interpersonal skills, flexible, and works effectively at an individual, program and system level
- Intermediate to advanced minus proficiency in French language

C: Competencies

Refer to C.M.H.A. H.K.P.R Competency Matrix

D: Other

- Valid driver's license
- Automobile in good repair and insurance coverage as required by agency policy
- Satisfactory police records search and vulnerable sector screening
- Satisfactory references

Working Conditions:

- Work in an office setting within C.M.H.A., satellite office space, local hospital, in the community, and in clients' homes
- Work directly with individuals living with serious mental illness and/or dual diagnosis and/or addictions, individuals who are experiencing emotional and/or mental health issues and are working towards recovery
- Transport clients in personal vehicle
- There are multiple competing demands which require time management skills, the ability to be flexible and to prioritize
- Work in a stressful environment where there are mental and emotional demands. There is a high volume of work as well as the unpredictable work, life-threatening situations for others such as instances of suicide

Approval/Revised Approval Dates:

Program Manager_____ Date_____

I have read and understood the above position description.

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Employee Signature Date