



CANADIAN MENTAL
HEALTH ASSOCIATION
L'ASSOCIATION CANADIENNE
POUR LA SANTÉ MENTALE

Mental Health Worker (12-month contract)

The **Canadian Mental Health Association** is recruiting for a Mental Health Worker for their Street Outreach Team, to provide mental health services to the homeless population in particular, identifying people who are homeless or at risk of homelessness and engaging them in services that support their challenges with serious mental illness or concurrent disorders.

Job Responsibilities:

As part of a multi-disciplinary team consisting of professionals from partner agencies, to seek out, identify and engage persons who are homeless and dealing with mental health problems and provide support:

1. Engage people who are homeless or at risk of being homeless in supports such as: case management, advocacy and referral to assessment, counseling and medication monitoring as necessary.
2. Carry out psychological and risk assessments to determine appropriate referrals
3. Establish and implement rehabilitation plans for clients
4. Provide initial crisis intervention for current clients with initial follow up and initiate immediate referral to Mobile Crisis for on-going crisis support.
5. Offer individual, supportive, and motivational counselling and basic life skills teaching
6. Collaborate with local hospitals to ensure appropriate service delivery and referral
7. Participate in team meetings, appropriate committees and work groups as directed.
8. Maintain current knowledge of and linkages with community resources
9. Maintain effective and timely documentation in client records, ensuring collection of data and reports
10. Complete other duties as assigned

Skills and Qualifications:

1. Post-secondary college diploma or university degree in human services/social work
2. Strong knowledge and demonstrated understanding of mental illness
3. Demonstrated skills in performing brief psychosocial assessments and on the spot risk assessments
4. Training in non-violent crisis intervention and suicide intervention
5. Ability to work as an integral part of a multidisciplinary team of professionals from partner agencies
6. Able to work evening and weekend shifts, if required

Working Conditions

Work with clients is in the community including locations which are unfamiliar to staff such as basement apartments, abandoned buildings, fields and woods.

Qualified applicants may send their resume to Pamela Anderson via email to sample@cmha.ca or by mail to:

Canadian Mental Health Association
21 Sample Road North, Toronto ON
Source: www.charityvillage.com

Samantha Weston

416 287 1234

123 Anyway Street, Toronto, Ontario

samweston@gmail.com

July 24, 2022

Ms. Pamela Anderson
Canadian Mental Health Association
21 Sample Road North
Toronto ON

Dear Ms. Anderson:

I am very excited to be applying for the position of **Mental Health Worker** at the Canadian Mental Health Association. I recently completed an Honours Bachelor of Science degree with double majors in Mental Health Studies and Neuroscience at the University of Toronto.

I volunteer for Distress Centre Toronto where I assist callers coping with a range of mental health issues including callers with concurrent disorders and those at risk for homelessness. I provide supportive counseling, assess risk for self harm and implement suicide intervention and prevention techniques. I am very familiar with community based resources as I provide callers with referrals to services on a regular basis. I am also a peer educator in our mental health wellness awareness program on campus where I serve as an educator and advocate for mental health awareness.

I understand that the Canadian Mental Health Association is a leader in providing services, education and advocacy for Canadians with mental health issues. I would be very excited for the opportunity to join your organization and make a contribution in supporting individuals with mental health issues in their journey to recovery.

I am confident that my education accompanied by my experiences will make me a strong candidate for this position. I would welcome the opportunity to further discuss my qualifications in an interview. Thank you for taking the time to review my resume.

Sincerely,

Samantha Weston

Samantha Weston

416 287 1234

123 Anyway Street, Toronto Ontario

samweston@gmail.com

COURAGEOUS MENTAL HEALTH SERVICES ADVOCATE

Approachable, Thoughtful, Team-Oriented

- Proven ability to de-escalate crisis situations utilizing suicide intervention and prevention training acquired through volunteering at Distress Centre Toronto
- Provides supportive counselling and referrals to individuals with mental health issues
- Exceptional problem solving and communication skills including active listening
- Excellent time management and organizational skills with the ability to prioritize and complete deadline-sensitive tasks efficiently
- Knowledge of Microsoft Office, strong Excel/data management skills for report writing

EDUCATION

Honours Bachelor of Science; Major in Psychology and Neuroscience

June 2022

University of Toronto at Scarborough

RELEVANT EXPERIENCE

Crisis Helpline Volunteer

October 2021- Current

Distress Centre Toronto

- Utilized strong communication skills such as active listening, summarizing and paraphrasing to assist over 100 callers with a range of problems and mental health issues
- Implemented suicide intervention and prevention techniques to assess the callers level of risk for self harm and to de-escalate crisis situations
- Referred callers to community resources and services when appropriate

Sales Associate

December 2020 - December 2021

H & M

- Provided courteous and efficient service to all customers to ensure customer satisfaction
- Demonstrated interpersonal skills by building relationships with customers to ensure client loyalty and repeat sales
- Assisted customers to find what they wanted, marketed merchandise to them to increase sales

Volunteer Peer Educator

September 2019 - May 2020

Mental Health Wellness Peer Program, Health & Wellness Centre, UTSC

- Provided education to students at campus events to increase awareness and decrease stigma regarding mental health issues
- Assisted in organizing 6 seminars on topics such as anxiety, depression, stress, time management, self-esteem and body image, and strategies for healthy living
- Designed and organized displays for campus events and distributed educational materials

Member

September 2019 - May 2020

Psychology & Neuroscience Departmental Association (PNDA) University of Toronto Scarborough

- Attended monthly meetings and promoted events to educate students on barriers faced by individuals with mental health issues