

# COMMUNITY RESOURCE CONNECTIONS OF TORONTO

## EXTERNAL JOB POSTING #E2011-09

Position:	<b>Community Support Worker—Emergency Department Liaison</b>		
Program:	<b>Community Support Services—West</b>		
Location:	<b>Primarily in downtown Toronto and the CRCT head office, also throughout the City of Toronto</b>		
Posting in effect:	<b>November 4 - 14, 2011</b>	Start Date:	<b>As soon as possible</b>
Salary Range:	<b>Starting at \$52,073</b>	Vacancy:	<b>1</b>
Status:	<b>Permanent, a bargaining unit position</b>		

### A. THE ORGANIZATION

Community Resource Connections of Toronto (CRCT) enables adults with serious mental health problems to live with dignity and fulfillment in the community. Established in 1974 as a non-profit organization, CRCT operates with a \$5.8M budget funded by the Toronto Central LHIN and employs 60+ FTE employees, most of who are unionized under SEIU, to provide services in areas of case management services, court support, outreach, consultation and information; and through advocacy, research, evaluation, community capacity building, training and education.

### B. PURPOSE OF POSITION

To work collaboratively with other designated service providers to reduce inappropriate utilization of the hospital Emergency Departments. This is a pilot project identified by the Toronto Central LINH through the establishment of the Mental Health and Addictions Emergency Department Alliance—Mental Health Frequent Users Project Advisory Committee. The Committee is composed of hospitals, police, emergency services, researchers and community agencies, including CRCT. The establish goal is to address the need of people with mental illness and addictions frequently and inappropriately using the Emergency Departments in the Toronto downtown hospitals, in particular. The three Toronto hospitals involved in this project are St. Joseph's, St. Michael's, and CAMH.

Funding for this position is contingent on reasonable achievement of outcomes, as established by the Advisory Committee and CRCT. Outcomes will be demonstrated by the data. Lack of achieving success in this role may result in CRCT losing funding for this position and thereby eliminating the position.

In addition to the primary focus of Emergency Department Liaison, and depending on the start-up time and work load of the primary focus of this position, the incumbent may be required to provide support to other CRCT clients from time to time, or on an on-going basis.

### C. KEY RESPONSIBILITIES:

#### 1. Emergency Department Liaison

- Provide a variety of forms of case management for people who have been identified as having a mental health illness and/or addictions and who frequently and inappropriately use the Emergency Departments (E.D.).
- Accurately document the case management strategies and activities and related data as a base component for the Advisory Committee's evaluation and long term planning for this project.
- Liaise with the other service provider personnel participating in this project to develop plans to support the identified frequent E.D. users outside of the E.D.

- Participate in the evaluation and outcome measurement for reduction of the frequent and inappropriate uses of the E.D.
- Maintain accurate and quality data integrity at all times.
- Participate in meetings required by the Advisory Committee and the participating partners.

## **2. Case Management in a variety of forms**

- Case management to the E.D. frequent users will include but is not limited to short- to medium-term case management, brokerage and linking the clients with community resources.
- Assess the client's community support needs and wishes (i.e. daily living skills, housing, finances, social networks, vocational and educational goals, environmental resources, health needs etc.).
- Assist clients to identify and achieve their goals, including developing a supportive social network, crisis intervention, etc.
- Provide support, information, referrals and skill enhancement to clients, their families and any other parties as deemed necessary for the benefits of the clients.
- Develop and maintain effective working relationships with key supports and resources in the community including consultation services with hospital and E.D. staff, case conferences with partners and any other parties as deemed necessary for the benefits of the clients.

## **3. Other**

- Maintain program and agency documentation as per CRCT policies and the requirements of this project.
- Maintain confidentiality as per "Personal Health Information Protection Act".
- Promote the values and mission of CRCT.
- Travel is required primarily in downtown Toronto and the former City of Toronto with occasional travels throughout the Greater Toronto Area.
- Participate in agency wide projects that are of vital importance to the organization or priority for TC LHIN.
- Participate in team and agency meetings, agency committees and external committees as needed.
- Participate in and utilize supervision, establish individual and team goals, and participate in evaluations.
- Complies with all CRCT policies and procedures to ensure every reasonable precaution is taken for the protection of clients, workers and partner agencies.
- Ensure that health and safety concerns or incidents are responded to, reported and documented promptly.
- Perform other responsibilities and duties as assigned by the Program Manager and/or Executive Director.

## **D. QUALIFICATIONS**

1. Degree or diploma in Social Work, nursing or equivalent
2. A minimum 3 years of working experience with people who experienced severe and persistent mental illnesses
3. Evidence of successful case management in an interdisciplinary team environment that is closely-monitored and quality-data-driven
4. Ability to provide a variety of case management services supported by sound knowledge of community resources
5. Ability and confidence to work with the Emergency Department Team (possibly including another community worker assigned to that emergency department) in a collaborative manner while maintaining CRCT's profile and reputation through work
6. Excellent communication and interpersonal skills; sound analytical and decision making skill.
7. Sound knowledge of mental health treatment, recovery as a guiding principle, and issues affecting people with mental illness (e.g. stigma, isolation, poverty, unemployment etc.)
8. Computer literacy in MicroSoft (Word, Excel, PowerPoint, Outlook)

## **E. OTHER INFORMATION AND HOW TO APPLY**

CRCT is an employer of equity. We promote the principles of inclusion and anti-oppression. We encourage applications from people who communicate in more than one language and people who have lived experience with the mental health system.

If you are interested in being considered for this position, please submit your interest in writing, including your resume, to:

The Hiring Committee  
Community Resource Connections of Toronto  
366 Adelaide Street East Ste 230  
Toronto, Ontario M5A 3X9  
[hiringcommittee@crct.org](mailto: hiringcommittee@crct.org)  
Fax: 416-482-5237

**If you apply by email, it is important that you quote [“JOB POSTING #E2011-09”](#) as the subject line of your email.**

We thank all applicants for your interest in CRCT and the position. We will contact applicants who are selected for interviews. Due to the high volume of applications, we will not be able to return calls to your enquires.