



**Canadian Mental
Health Association**
North and West Vancouver
Mental health for all

North and West Vancouver Branch
300-1835 Lonsdale Avenue
North Vancouver, British Columbia V7M 2J8
Phone: 604.987.6959 Fax: 604.980.0336

Overnight Peer Worker - Peer Assisted Care Team (PACT)

CMHA NORTH AND WEST VANCOUVER

Our vision: Mentally healthy people in a healthy society

Canadian Mental Health Association (CMHA), North and West Vancouver branch is a not-for-profit, charitable organization. We provide a wide range of innovative and essential services and supports tailored to and in partnership with the communities of North and West Vancouver, Bowen Island, the Sunshine Coast, and the Sea-to-Sky Corridor.

We are seeking Mental Health Peer Workers to be a part of BC's first community-led mobile response program consisting of a Peer Support Worker and a Mental Health Professional. The Peer Assisted Care Team (PACT) is program is an alternative service model to the emergency services on the North Shore and is attending mental health and substance use crisis calls for individuals who are 13+. The successful candidate will have experience as a Peer Support Worker (formal or informal), a valid BC driver's license and strong de-escalation skills. The role requires them to meet individuals where they are at and create a non-judgmental space. A good understanding of the various barriers to the healthcare system, knowledge of community resources and a perspective of cultural sensitivity is essential.

About the position:

Job Duties

- Respond to emergency mental health crisis calls.
- Work mobile crisis shifts during the afterhours and attend to mental health calls that are redirected from other sources or calls that come directly to the PACT phone line.
- Provide appropriate referrals to mental health organizations and escort clients to community resources as needed.
- Collaborate on care with community members and other service providers while continuing to build strong relationships with the organizations in and around the North Shore
- Provide support services/care to clients, families, community health professionals/agencies, law enforcement, physicians, and Emergency Room staff.
- Support crisis intervention, risk assessment, safety planning and short-term community case management and outreach.
- Maintain confidentiality and respect the boundaries of clients experiencing emotional distress.
- Complete all required training including, but not limited to crisis intervention/de-escalation, ASIST, Mental Health First Aid, community safety training, Naloxone, Trauma-Informed Practices etc.
- Participate in team meetings, continuing education, conferences, and/or corporate initiatives and engage in on-going team planning, development, evaluation, and quality improvement activities.

Education/Experience Required

- Must have 2+ years of experience (personal) supporting adults with mental illness, addiction, poverty and/or homelessness as a peer support worker, a community support worker, or an outreach worker*
- *We are looking for individuals who have experience serving individuals in the social services sector, specifically working with federal or provincial clients; have acquired knowledge of local market and non-market housing options*



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and barriers to accessing those that are safe and affordable; and have served marginalized populations with complex needs. Awareness and acknowledgement of the barriers clients that are racialized, Indigenous and have disabilities face is a requirement.

- Ability to work effectively with a diverse population
- Valid First Aid and CPR
- Basic computer and Internet literacy (including MS Word/Excel/Outlook)
- Mental Health First Aid (or willingness to complete it)
- Criminal Record Check is a condition of employment.
- Knowledge of cultural competency and decolonization.
- Peer support training is considered an asset.
- Second language and/or knowledge of cultural communities is an asset

Skills and Abilities:

- Attention to detail when maintaining records of calls and incidents
- Must be organized and able to multitask and prioritize in a fast-paced environment
- Must have exceptional communication skills with your team members and clients
- Strong organizational, problem-solving, and analytical skills.
- Versatility, flexibility, and a willingness to work within constantly changing priorities with enthusiasm and tact
- Strong sense of compassion and ability to maintain calm demeanor amidst high intensity situations.
- Demonstrated knowledge of a person and family centered care, trauma-informed care, the recovery model of mental illness and psychosocial rehabilitation
- Demonstrated ability to identify emotional, social, or environmental barriers and intervene to reduce stigma.
- Knowledge of harm reduction principles, crisis prevention and intervention and conflict resolution

We are hiring for multiple positions on the Overnight Shift (Midnight to 8:30am). These include part-time and full-time positions. All roles include benefits and RRSP. Start date September 15, 2023. Salary is \$25-\$27 per hour.

We are an equity employer and encourage applicants from women, persons with disabilities, members of visible minorities, First Nations, Inuit, and Metis people, people of all sexual orientation and genders and others who may contribute to our further diversification.

This posting does not list all of the duties of the position, nor does it fully detail the required skills, knowledge and abilities, licences and certificates required of candidates.

How to Apply

Please submit a cover letter and resume detailing your experience and qualifications through [INDEED](#)