



**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

## **Mental Health Professional- Peer Assisted Care Team (PACT) CMHA NORTH AND WEST VANCOUVER (2 days/week)**

*Our vision: Mentally healthy people in a healthy society*

We are seeking a Mental Health Professional for up to 12 hours/week to be part of a civilian led team to respond to mental health crises. This project is an auxiliary service to the police on the North Shore and the PACT team will attend mental health calls in the evenings from Thursday to Sunday (these hours may change as the project evolves). The successful Mental Health Professional will have an MSW or equivalent education, 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.

### Job Duties

- Respond to emergency mental health crisis phone calls, assess program recipient needs and determine appropriate interventions as and when necessary
- Work mobile crisis shifts during after-hours and attend mental health calls that are redirected from other sources or calls that come directly to the PACT phone line
- Assume primary responsibility for assessing mental health needs of client and providing crisis support
- Provide appropriate referrals to mental health organizations and community resources
- Collaborate on care and case management with community members and other service providers while continuing to build strong relationships with the organizations in and around the North Shore
- Responsible for documentation data collection to measure program effectiveness in accordance with privacy laws
- Provide consultative and direct services/care to clients, families, community health professionals/agencies, law enforcement, physicians and Emergency Room staff
- 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 and Experience Required

- Master's Degree in Counselling, Social Work or related field/ Social Sciences or equivalent of 7+ years of work experience in the fields of mental health, crisis de-escalation, substance use disorder and Harm reduction



**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**

- Must have 2+ years of experience supporting adults with mental illness, addiction, poverty and homelessness\*

*\*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 and barriers to accessing those that are safe and affordable; and have served marginalized populations with complex needs. We require candidates to speak to the barriers experienced by clients that are racialized, First Nations/Metis or Inuit and those with disabilities.*

- 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.
- Valid driver's license and access to a reliable vehicle
- Indigenous cultural competency training
- 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
- 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 person and family centered care, trauma-informed care, the recovery model for 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

#### **Hours of Work and Special Considerations:**

12 hours per week (shifts will be Thurs, Fri, Sat and Sun afternoons/evenings)

**Application are accepted on rolling basis.**

**Wage Range:** \$32-34 /hour depending on level of experience.

**Benefits:** Psychological benefits made available post-probation



**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**

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.

**How to Apply:**

Please submit a cover letter and resume detailing your experience and qualifications to:

[tejal.barde@cmha.bc.ca](mailto:tejal.barde@cmha.bc.ca)