



**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

Farsi Speaking Peer Support Worker- Peer Assisted Care Team (PACT) CMHA NORTH AND WEST VANCOUVER (12-18 hours/week)

Our vision: Mentally healthy people in a healthy society

We are seeking an Iranian Peer Support Worker for up to 12- 18 hours/week to be part of a community-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 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, in their lives and create a non-judgmental space. A good understanding of the various barriers to the healthcare system, the cultural stigma of mental health, abuse, and substance use, knowledge of community resources, and a perspective of cultural sensitivity are essential. A candidate who lives on the North Shore would be ideal for easy travel to workplace

Job Duties

- Respond to emergency mental health crises and distress calls, on the phone, via text, or in-person
- Work mobile crisis shifts during the after-hours 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
- Participate in community engagements to engage the Iranian residents on the North Shore and spread awareness about mental health, substance use, domestic abuse, etc.
- 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 ongoing team planning, development, evaluation, and quality improvement activities.



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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 the 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. Awareness and acknowledgment 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 C
- Basic computer and Internet literacy (including MS Word/Excel/Outlook)
- Mental Health First Aid (or willingness to complete it)
- A criminal Record Check is a condition of employment.
- Knowledge of cultural competency and decolonization.
- Peer support training is considered an asset.
- Must speak and write Farsi. 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 a calm demeanor amidst high-intensity situations.
- Demonstrated knowledge of the 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

Hours of Work and Special Considerations:

Shift Timings- 12- 18 hours per week

Wage Range: \$25/hour depending on the level of experience.



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Benefits: Psychological benefits made available post-probation

Applications are accepted on a rolling basis.

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 orientations 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