



**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

Peer Assisted Care Team (PACT) Systems Navigation and Outreach Coordinator

CMHA NORTH AND WEST VANCOUVER (37.5 hours/week)

Our vision: Mentally healthy people in a healthy society

We are seeking a Systems Navigation and Outreach Coordinator to be a part of BC's first community-led mobile response team consisting of a Peer Support Worker and a Mental Health Professional. This program is an alternative service model to the emergency services on the North Shore and is attending mental health and substance use crisis calls in the evenings from Thursday to Monday (these days and timings will be expanding to a 24-hour model) for individuals who are 13+. The successful candidate will be expected to follow up with clients that the team interacts with during operating hours, create a streamlining referral system for PACT NWV, build relationships with partner organizations, and work in collaboration with the community to provide client-centered care and service. They must have a strong understanding of the various barriers to access to the healthcare system, knowledge and understanding of community resources, how to make them accessible for clients we are serving, and work from a culturally informed lens. Inclusion and collaboration with local organizations and the residents of the North Shore are essential to effective program design and the successful implementation and delivery of programming.

As this is a new position, this role is best suited to someone who desires a dynamic role that can help develop and grow within. Since the job is to engage with the community and stakeholders, we require someone who can be flexible with their schedule to be able to access various community groups for their input.

Job Responsibilities

- Works in collaboration to support effective and sustainable growth and progress of the program and reports to PACT Manager.
- Engages with community stakeholders. Excellent interpersonal skills and ability to foster constructive relationships at all levels.
- Builds on the existing PACT referral process and corresponds with local agencies to ensure that the system is working and referring agencies, and individuals can reach out without multiple barriers.
- Follows up with clients, families, and networks to connect with them appropriate organizations in their communities.
- Liaises with care teams, support workers, health authorities, and emergency services to provide appropriate care.



**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

- Provides outreach, short-term case management, crisis- counseling, advocacy, and other needed services to clients in any environment including the streets, shelters, hospitals, institutions, apartments, and offices.
- Accompanies clients to community organizations for appointments when necessary.
- Maintains logs on the CMHA NWV client management system, updating them when necessary, and uploading all documents necessary for the program management.
- Understands the need for advocacy, community collaboration, and maintaining integrity in the services that we offer.
- Understands peer work and the role it plays in the community.
- Can communicate with a dynamic team of staff members, to ensure successful follow-up has been facilitated after PACT interaction in the community.
- Attends inter-agency meetings and represents the organization or the PACT department.
- Understand and use trauma-informed practices, harm reduction, and patient advocacy
- Will attend required department and clinic meetings and share in other responsibilities as relevant.
- Completes all required training but not limited to ASSIST, Mental Health First Aid, Naloxone, Trauma-Informed Practices, etc.
- Participates in team meetings, continuing education, conferences, and/or corporate initiatives and engage in ongoing team planning, development, evaluation, and quality improvement activities

Education and/ Or Experience Required

- Experience working with people living with disabilities and/or multiple barriers including poverty, racism, trauma, non-dominant language, culture, sexuality or identified gender, and mental health or substance use challenges.
- Degree or Diploma in mental health, psychology, Counselling, or Social Work.
- 5+ years of experience in the field of crisis de-escalation, mental health, substance use disorder, and harm reduction.
- Experience in research is an asset, such as experience with participatory or client-oriented research with experience in survey design and analysis.
- Second language and knowledge of the Farsi-speaking community are assets.
- Supervisory experience is an asset.
- Valid First Aid and CPR- C with AED
- Excellent computer skills, documentation ability, and Internet literacy. Must have experience with using Office 365 platform and Outlook platforms.



**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 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
- De-escalation training and indigenous cultural competency training are recommended.

Skills and Abilities:

- Must be organized and able to multitask and prioritize in a fast-paced environment
- Must have exceptional communication skills.
- Strong organizational, problem-solving, and analytical skills
- Versatility, flexibility, and a willingness to work within constantly changing priorities with enthusiasm and tact
- Good judgment with the ability to make timely and sound decisions
- 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, wellness model in mental illness, and psychosocial rehabilitation
- Demonstrated ability to identify emotional, social, or environmental barriers and intervene to eliminate stigma
- Knowledge of harm reduction principles, crisis prevention, and intervention and conflict resolution

Hours of Work and Special Considerations:

Shift Timing: Thursday- Monday (12 pm- 8 pm)

Start Date: ASAP

Wage Range: \$28-30/hour

Benefits- Extended Health Benefits + RRSP Contributions

How to Apply:

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

info@cmhanorthshore.ca

We thank you for your interest and please note that only those identified for an interview will be contacted.

We respectfully acknowledge that CMHA NWV works on the unceded, ancestral, and traditional territories of the x^wməθkwəy̓əm (Musqueam), Skwxwú7mesh (Squamish), and Səlílwataʔ (Tsleil-Waututh) Nations.



**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