

Job Posting, External

Job title:	Program Worker, Mental Health Program
Classification:	A
Compensation:	\$28.66 - \$30.41 per hour
Hours:	35 hours per week
Start / End Date:	ASAP – March 31st, 2025, with the possibility of an extension
Reports to:	Mental Health Specialist, Mental Health Program
Posting Date:	November 26, 2024
Reference Number:	CLU-2024-33
Deadline to apply:	Until filled

To apply, submit your cover letter and resume by email to the Executive Assistant at jobs@culturelink.ca, quoting the reference number.

CultureLink is a settlement and community organization with 35 years' experience in developing and delivering services to meet the needs of diverse communities. **CultureLink works within an anti-oppression framework and is committed to equity. This is a bargaining unit position.**

Job Summary:

CultureLink's Mental Health Program provides coordinated high quality and responsive mental health and wellness services for newcomers to Canada. The Program Worker will provide one-on-one direct services, information and referrals to clients with mental health needs. The Program Worker will also conduct group activities that provide coping strategies, mutual support, skill building and self-help opportunities including information and resource sharing.

The Program Worker will work under the supervision of the Mental Health Specialist with guidance from the Program Manager, Mental Health Program and collaborates with the team to address mental health challenges among newcomers to Canada. They will play an important role in increasing the agency's capacity to respond to newcomer mental health needs through outreach and training.

In-person work at one or more sites will be required, depending on public health conditions. The Program Worker must also be proficient with technology and online tools (for example Zoom, Google Meets), and able to support clients to participate in virtual programs using technology and online tools.

Maintaining positive relationships with partners and CultureLink colleagues is essential to program success. All agency staff are also expected to support each other and collaborate on agency-wide initiatives.

Duties

- Assist with all mental health-related activities within the organization
- Review client background information, interview clients to obtain case history, prepare intake reports and needs assessments and case notes
- Meet with clients to assess their progress, provide support and referrals
- Assist clients to develop an action plan while providing necessary support and assistance
- In collaboration with the team, plan, organize and facilitate in-person and online group activities on newcomer mental health-related topics
- Refer clients to mental health and social services available in the community and assist clients in utilizing community resources
- Assist in evaluating the effectiveness of referrals and provide follow-up services
- Conduct outreach to increase awareness of services and recruit newcomer clients
- Maintain program statistics and case notes for purposes of reporting, evaluation and research while preserving the confidentiality
- Other duties as required

Required Work Capacities/Competencies

- Physical demands: sitting at a desk for computer work (50% of the workday) and meetings; lifting (files, laptop, and program supplies up to 5 kg); working in an open office; travelling between worksites
- Non-physical demands: monthly deadlines; a variety of tasks; some evening and weekend work required
- Social/emotional demands: teamwork; relationship/network-building; exposure to emotional situations; working closely with the public, clients and colleagues
- Cognitive/mental demands: attention to detail; self-supervision/autonomy; multitasking; organizational ability/time management, adaptability, sound judgement, effective written communication

Qualifications

- Bachelor's degree in the field relevant to the job function i.e. social work, counselling, mental health or a combination of equivalent experience and education
- 3 – 5 years of experience working with newcomers supporting mental health in a community setting
- Experience facilitating workshops and group programming including assisting with the design
- Satisfactory Vulnerable Sector Screening within the past six months
- Fluency in languages other than English is an asset
- Proficiency in MS Office, including Excel, Outlook and PowerPoint, databases (experience using OCMS is an asset)
- Membership in the Ontario College of Social Workers and Social Service Workers or College of Registered Psychotherapists of Ontario is an asset
- Must be authorized to work in Canada