

**Position: Peer Support Worker****Permanent Full Time****Job Summary:**

Across Boundaries is a mental health centre which provides a range of supports and services to people from racialized communities living with mental health issues and/or substance use, possible involvement with the criminal justice system and/or dealing with homelessness. The centre has a holistic model of care and operates within anti-racism/anti-oppression/resisting anti-Black racism frameworks.

The Peer Support Worker works with service users 15 years of age and older, experiencing significant difficulties in day-to-day functioning as a result of their mental health and/or addiction problems. The Peer Support Worker will carry a case load of 15-20 service users.

The Peer Support Worker will support service users to explore options, build skills and make decisions that promote recovery and self-responsibility. They will also establish effective working relationships with hospitals, physicians, emergency shelters, community mental health and addiction providers, housing providers, and others as appropriate.

The incumbent is also expected to behave ethically, demonstrate competence in effective communication and team building, and demonstrate confidence in decision-making along with compliance with all organizational policies and procedures in line with Across Boundaries' Mission, Vision and Values.

**Qualifications & Responsibilities:****Education:**

- Minimum High school diploma or higher
- Completion of Recovery-oriented training such as WRAP, Pathways to Recovery, OPDI, or related trainings considered an asset.

**Experience:**

- Ability to practice in a culturally sensitive manner using anti-racism and anti-oppression principles.
- Lived experience of racism / racialization
- A personal experience with a mental health and/or addiction problem and a positive recovery experience
- Two years or more experience working / volunteering in the mental health/addictions system.
- WRAP (Wellness Action Plan Recovery Plan) facilitator certification is an asset.
- Ability to apply Recovery principles and empowerment-oriented philosophies and practices in work with service users.
- Employs creative thinking in addressing service delivery issues.
- Excellent oral and written communication skills.
- Able to demonstrate computer skills, specifically Microsoft Office and Outlook.
- Ability to work independently and as a member of a team.
- Ability to prioritize needs and organize work efficiently.
- Ability to problem solve and make recommendations to resolve issues.

**Knowledge and Skills:**

- Knowledge of anti-racism, anti-oppression, resisting anti-Black racism, holistic, recovery and psychosocial rehabilitation/ empowerment principles and practices
- Ability to work in partnership with service users.
- Knowledge of systemic issues such as poverty, unemployment, stigma, medications, and the isolation felt by individuals with serious mental illness and their families.
- Familiarity with the Ontario Mental Health Act, mental health reform principles, the Substitute Decisions Act, and the Health Care Consent Act and PHIPA requirements.
- Extensive knowledge of supports and services in the Greater Toronto Area, including formal and informal resources is an asset including knowledge of consumer/survivor initiatives and resources.
- Demonstrates self-awareness of their recovery journey

**Professionalism:**

- Functions in accordance with relevant professional standards of practice.
- Regularly updates professional knowledge through educational events, workshops, and profession related reading and training.
- Takes part in regular supervision with the Program Manager, providing necessary information for review of service user files and discussion of appropriate interventions, and sets professional goals where required related to skill and knowledge acquisition.
- Engages in regular performance reviews and provides feedback concerning own performance.
- Accepts direction from the Program Manager and provides feedback concerning service user and service issues.
- Represents Across Boundaries in a positive and professional way with service users, family members, and staff of other agencies and organizations.

**Direct Service:**

- Demonstrates ability to observe boundaries, engage in appropriate emotional regulation, refrain from dual relationships with service users, and engage in reasonable self-care strategies designed to reduce stress by balancing work/life responsibilities.
- Informs service users of confidentiality requirements and the limitations of confidentiality.
- Assists service users in partnership with primary case managers in developing individual empowerment plans that include discussion of their strengths and needs, setting of long- and short-term goals, establishing methods to address the goals, and creating target dates.
- Helps service users to take advantage of wellness opportunities including healthy diet, exercise, adequate sleep, and a variety of self-care strategies, in collaboration with MDT (Multi-Disciplinary Team)/case managers.
- Provides information about community resources to service users, and with their permission, family and significant others.
- Collects relevant information from service users, and with their permission, from family members and other service providers to collaboratively develop an empowerment plan.
- Attends case conferences and offers the peer perspective with a focus on supporting the individual to learn to empower themselves.
- Accompanies service users to agencies, and to health-related and other appointments as appropriate, to support their empowerment process.
- Assists with the development and facilitation/co-facilitation of service user groups as appropriate. Encourages service user attendance at groups.
- In collaboration with case manager and the service user, routinely discusses life and interpersonal skills and

problem-solving approaches to help service users gain more independence and provides practical assistance as needed.

- May use own personal story in therapeutically relevant ways and in a mutually agreeable manner, to help service users seeking recovery.
- Consistently and clearly communicates with case manager and/or program team members on the progress of and/or mental health concerns of the service users

### **Documentation**

- Maintains timely and comprehensive documentation of plans, summaries, service user contacts and interventions and any other service user issues in service users' files.
- Maintains clear and concise service user records that are based upon facts and observations, avoiding opinion or subjective conclusions.

### **Community Liaison**

- In collaboration with case manager establishes effective working relationships with hospitals, physicians, emergency shelters, community mental health and addiction providers, housing providers, and other community agencies and resources and helps service users to negotiate with services and engage in self-advocacy.
- Informs and educates the community and service agencies about mental health and mental illness, and Across Boundaries' referral process as appropriate.
- Engages in community capacity building to support people.
- May sit on external and internal committees that are peer related as appropriate and as approved.
- Provides training and education in new perspectives of self and peer assistance and Recovery principles and practices to consumer survivors and agencies.

### **Advocacy**

- Advocates to ensure that services and support are meeting a service user's needs.
- Develops an advocacy plan in collaboration with service users to ensure access to mental health services, and to address any other identified issues.
- Engages in systemic advocacy to address issues of inequality and injustice with the support of the Program Manager as appropriate.

### **Agency Wide Responsibilities**

- Engages in professional activities that promote the Vision, Mission and Values of the organization.
- Becomes involved in intra agency initiatives, focus groups, and other activities that seek service users' feedback and opinions.
- Provides input and education to the agency to promote peer support programs and services. Takes part in internal and external training events and workshops, as approved by the supervisor.
- Contributes to the overall development of the organization including input into proposal development.
- Positively represents the agency in inter-agency initiatives and community events and fairs in consultation with the Program Manager to promote the peer perspective and the work of peers.
- Performs other duties and responsibilities as assigned by the Program Manager

**Working Conditions**

- Visits will be conducted in the service users' homes, hostels, hospitals and other community settings or at the agency.

**DISCLAIMER**

This job description indicates the general nature and level of work expected. It is not designed to cover or contain a comprehensive listing of activities, duties or responsibilities required by the incumbent. Incumbent may be asked to perform other duties as required.

**Salary Range: \$42,242.34- \$44,302.94 per annum**

**Vaccination Policy:** Being vaccinated for Covid 19 is an asset.

**Note:** Job posting is open until filled

Send your applications to:

Hiring Committee,

Across Boundaries: An Ethnoracial Mental Health Centre

51 Clarkson Avenue, Toronto, Ontario, M6E 2T5 Fax: 416-787-0812

Email: [info@acrossboundaries.ca](mailto:info@acrossboundaries.ca)

*We encourage applications from individuals who reflect the broad diversity of communities we work with, including those from racialized, Bi-Racial and LGBTQ communities. We thank all applicants for their interest, however, only those selected for an interview will be contacted.*

*Across Boundaries is a recipient of the **Silver Certification Mental Health at Work** by Excellence Canada 2023 and is proudly **Accredited with Commendation** by Accreditation Canada 2019-2023.*





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