



**JOB TITLE:** MENTAL HEALTH SUPPORT AND CLIENT SERVICES WORKER – FULL TIME

**REPORTS TO:** PROGRAM MANAGER

**APPROVAL DATE:** SEPTEMBER 2018

#### VISION

All children and youth have the opportunity to grow to their fullest potential. Their success is our priority.

#### PURPOSE OF POSITION

The Mental Health and Client Services Worker supports the programs and services of Rebound by conducting one-to-one supportive frontline service and facilitating skills-building groups. This position provides one-to-one services as part of the Youth Mental Health Supportive Services (YMHSS) Team, conducting brief, mental health skills-building sessions which help youth develop emotional regulation, social, and life skills. It also ensures the efficient day-to-day operation of the reception and program area while maintaining positive client interactions and aiding with network and administrative functions on behalf of Rebound programs.

#### ROLES AND RESPONSIBILITIES

##### Programming

- Research, develop, revise, and facilitate social skills and emotion regulation programming in schools and the community across Northumberland
- Implement evaluation tools for effective programming and monitoring of outcomes

##### Youth Mental Health Supportive Services (YMHSS) Team

- Provide assistance as required on the YMHSS Team, reporting to YMHSS Team Lead
- Provide brief mental health supportive skills building services – 1 – 6 sessions
- Implement treatment plan of care as directed by YMHSS Team Lead which may include: specific, short term support and follow-up, including the use of cognitive behavioural approaches, goal setting, problem solving and helping define priorities as necessary; supportive discussions with youth and families/caregivers, and addressing service options (e.g. mental health, recreation, health, education, etc)
- Act as advocate and liaison for eligible youth and/or their families in relation to accessing supports and programming in school and/or in the community at large
- Update and maintain case notes and files weekly
- Attend weekly case coordination meetings directed by YMHSS Team Lead

## **Program Administration**

- Work collaboratively with network coordinator to confirm programming opportunities with our community partners that will positively impact children, youth, and their families in Northumberland County
- Organize and participate in network events and meetings to enhance parenting programs
- Develop collaborative partnerships, networks, and relationships in connection with programming
- Coordinate training, agency partnerships, and aid in the promotion of select programs

## **WORKING CONDITIONS**

- Flexibility in work hours, including ability to work evenings for purposes of front desk and program monitoring
- Requires extensive keyboarding on different devices
- Requires working in shared open-concept office space, in a busy environment with frequent distractions

## **QUALIFICATIONS, EXPERIENCE AND REQUIREMENTS**

- Post-secondary education: University Degree/College Diploma in Social Work or human services field or equivalent 3-5 years' experience in child and youth services.
- Valid driver's license and a reliable vehicle with minimum \$2,000,000 insurance liability
- Satisfactory Criminal Record Check including Vulnerable Sector Search
- Excellent oral and written communication skills
- Experience and proven ability to work and connect with children, youth and their families
- Experience in program development and facilitation
- Working knowledge of community resources and pertinent service providers
- Ability to work independently with a high level of accountability

## **REBOUND CORE COMPETENCIES**

Accountability

Adaptability

Client/Quality Focus

Communicator

Inclusiveness

Leadership

Occupational Knowledge/Technology Orientation

Team Focus

Volunteer/Quality Focus

## **Why You'll Want to Work With Us**

- At Rebound Child & Youth Services you will be part of an amazing team that has the vision that all children and youth have the opportunity to grow to their fullest potential. Their success

will be your priority

**Please send your covering letter and resume by October 19, 2018 at 12pm to:**

Julia Wood, Program Manager,  
Rebound Child and Youth Services Inc.,  
700 D'Arcy St N #20, Cobourg, ON K9A 5T3  
Email: [jwood@rcys.ca](mailto:jwood@rcys.ca)

We thank all candidates in advance for their interest, however, only those selected for an interview will be contacted.