



***Eskasoni Mental Health Services***

*4555 Shore Road  
Eskasoni, NS  
B1W 1K3  
Tel: 902-379-2099  
Fax: 902-379-2905*

**JOB POSTING**

**Full Time Support Worker**

**JOB DESCRIPTION:**

Crisis Support Workers are responsible for providing 24/7 support and referral services through the Crisis telephone line, social media accounts, and walk-in services. Utilize appropriate individual supportive counselling techniques. Assist clients to identify and resolve their current issues or situation. Utilize and coordinate referrals to the Intake Coordinator. Provide programs such as Tea and Toast Program, Needle Exchange Program, Food Pantry Program, Maternal Child Health Program, and monthly programming schedule for clients.

**ESSENTIAL FUNCTIONS AND JOB RESPONSIBILITIES:**

- Adhere to the policy and procedures of Eskasoni Mental Health Services / Eskasoni Health Centre and Eskasoni Band Administration.
- Comply with Eskasoni Mental Health Services / Eskasoni Health Centre privacy and confidentiality policies.
- Adhere to professional standards and demeanor and align work and behavior with Eskasoni Mental Health Services mission / Code of conduct.
- Provide 24/7 Crisis support through the Crisis telephone line, social media accounts (Facebook, Twitter and Instagram), and walk in services.
- Maintain appropriate records, files, reports on incidents, referrals, etc.
- Utilize and coordinate referrals for clients to the Intake Coordinator or to appropriate agencies and services.
- Attend regular staff meetings and trainings related to the smooth operation of Eskasoni Mental Health Services.
- Support and participate in risk management, quality improvement, and client safety.
- Carry out any other related duties and/or attend meetings, as required by Crisis Team Leads, Director of Mental Health, Director of Health, Band Manager, and Chief and Council.

**JOB QUALIFICATIONS:**

- Knowledge and experience of Indigenous Health, including an understanding of issues affecting Indigenous people.

- Strong interpersonal skills and the ability to work effectively with a wide range of individuals in the organization and communities, and federal and provincial representatives.
- An understanding and knowledge of basic crisis and suicide intervention theories and techniques; training will be provided if hired.
- Certificates for ASIST, Mental Health First Aid First Nations, Safe-Talk, or other relevant suicide intervention training considered an additional asset, training will be provided if hired.
- Strong verbal and written communication skills.
- Ability to work independently and completing priorities.
- Have proficient computer skills and an awareness of Microsoft Word / Google Sheets.
- Strong Organizational Skills.
- Ability to work independently, as well as part of a team.
- Ability to speak and/or understand Mi'kmaq is an asset.
- Must be able to work flexible hours (day 8am to 4pm, evening 4pm to 12am, night 12am to 8am) along with working on Weekends, Holidays, Snowstorms, etc.
- Candidates must have a clear Police Vulnerable Sector and Sexual Abuse Registry record.
- Ability to appropriately handle emergency/high stress situations (support will be provided).
- Ability to function well under stressful conditions and multitask.

**CLOSING DATE FOR APPLICATIONS:**

February 17, 2023

At 4:00pm

**Submit Resume, Cover Letter, and Three References to:**

Maxine Stevens, Human Resource Officer

Email: [jobs@eskasonihealth.ca](mailto:jobs@eskasonihealth.ca)

**While we sincerely appreciate all applications, only those candidates selected for interviews will be contacted.**