



## ABOUT US

Turning Leaf Support Services is a non-profit, charitable organization dedicated to providing crisis and treatment services to those experiencing intellectual challenge and mental illness.

Our services are provided by caring, skilled community members that are dedicated to helping those experiencing intellectual challenge and mental illness. Our employees are deeply committed to working with participants in addressing the seemingly insurmountable obstacles they face every day: addiction, discrimination, homelessness, poverty, stigma, isolation, and loneliness. Turning Leaf Support Services builds trusting relationships with people, helping them engage a process of change and providing a sense of hope.

Being a part of the Turning Leaf family means you will have the opportunity to make a direct and positive impact on people's lives every day. The work is challenging in all the best ways and deeply rewarding. Many of our employees say they have found their life's purpose while working here.

Turning Leaf Support Services provides ongoing, meaningful training to ensure we remain an industry leader, that our employees have the skills and confidence to be successful in their careers, and so our participants receive the best possible support services to help them live the life they imagine for themselves.

We are an organization that pledges to uphold a workplace culture of inclusion, diversity, compassion, and respect. We are constantly growing, and we are always hiring. If you feel called to be a part of the Turning Leaf team, please apply today.

## CRISIS RESPONSE SUPPORT WORKER JOB SUMMARY

The Crisis Response Support Worker will work closely with and Report to Community Support Clinical Case Managers and Community Support Clinical Supervisors to provide crisis intervention and support to participants who live within the community of Winnipeg in various living arrangements during business afterhours.

The Crisis Response Support Worker will work directly with our participants in resolving crisis, helping set goals and making healthy life choices.

## ESSENTIAL REQUIREMENTS

- Cover letter and updated resume
- 18 years of age or older
- Available evenings, awake overnights, and weekends 35 - 40 hours p/week (Full Time)
- Available evenings, awake overnights, and weekends 15-25 p/week (Part Time)
- Available evenings, awake overnights, and weekends 15-less p/week (Casual)
- Clear Criminal Record Check with Vulnerable Sector Check, Adult Abuse Registry Check and Child Abuse Registry Check (no older than three months)
- Valid Standard First Aid / CPR Certification

- Orientation to Protection and Guide to the Vulnerable Persons Act training
- Non-Violent Crisis Intervention training
- ASIST training (Applied Suicide Intervention Skills Training)
- Living Works Start Training
- Mental Health First Aid
- Narcan & Harm Reduction Training
- Completion of a Post-Secondary Education in Human Services (Certificate, Diploma or Degree) is considered an asset
- Minimum five or more years of crisis intervention experience
- Valid Drivers License is required
- Three employment references

### **QUALITIES AND QUALIFICATIONS**

Turning Leaf Crisis Response Support Workers must possess the capacity to be aware of and control one's own emotions. Moreover, Crisis Response Support Workers must be able to handle interpersonal relationships judiciously, empathetically, and professionally while executing their responsibilities and providing Turning Leaf's person-centered supports.

In addition, the Crisis Response Support Worker must possess demonstrated experience with the following:

- Working with adults who are living with an intellectual challenge, mental illness and who are in conflict with the law
- De-escalating aggressive behavior
- High conflict resolution skills
- Aptitude towards managing crisis
- Excellent written and oral communication skills
- Extensive experience with NVCI principles

### **CRISIS RESPONSE SUPPORT WORKER BENEFITS**

- Health Benefits (Full Time Employees)
- GRRSP Program (optional)
- Paid Wellness Time (Full Time Employees)
- Bereavement and Compassionate Care Time
- Awake Overnight Premium
- Mileage Reimbursement (when applicable)
- Employee Assistance Program (EAP)
- Paid Training

### **HOW TO APPLY**

**Please submit your detailed cover letter and resume to [hr@turningleafservices.com](mailto:hr@turningleafservices.com)**