



ABOUT US

Turning Leaf is a non-profit, charitable organization that provides person-centered, crisis and treatment services to low and high-risk vulnerable and marginalized individuals living with mental illness and intellectual challenge in our community. Turning Leaf's support is customized to every individual's needs and risk level. We offer crisis-intervention and treatment services, community support, day program services, residential support (including emergency housing, 24-hour homes, cluster housing, and home share), a harm reduction program, clinical services, indigenous services and more.

We are proud to be recognized as one of Manitoba's Top Employers of 2023. This honour distinguishes Turning Leaf as a leader in our industry, and as one of the top places to work in the province.

WHO WE SUPPORT

The participants of our programs are often deeply impacted by their circumstances which can become barriers to living safely and independently in the community. Trauma, homelessness, poverty, addictions, discrimination, sexual exploitation, societal stigmas, and lack of access to resources are some of the barriers our participants face every day.

MAKE AN IMPACT

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 provides ongoing, meaningful training to ensure we remain an industry leader and that our employees have the skills and confidence to be successful in their careers. We are an organization that pledges to uphold a workplace culture of inclusion, diversity, compassion, and respect.

We are growing more and more all the time and we are always hiring. If you feel called to be a part of the Turning Leaf team, please apply today.

New Hire Incentive Program: Full/Part-Time new hires will receive a \$200 bonus after six months of employment.

JOB SUMMARY

The Crisis Response Support Worker will work closely with Clinical Case Managers and Supervisors to provide a wide range of support services. These services include (but are not limited to) crisis intervention, safety planning, deescalating situations (in person and on the phone), assisting in finding emergency shelter accommodations, transporting participants to the hospital, providing transportation home following discharge, searching for missing participants, handing out harm reduction supplies, supporting first responders and requesting emergency services as needed.

The overall purpose of the Crisis Response Worker is to ensure and assist providing a continuity of support services after business hours seven days a week.

ESSENTIAL REQUIREMENTS

- Updated resume and cover letter
- 18 years of age and older
- Clear Criminal Record Check
- Clear Adult/Child Abuse Registry Check
- Valid Manitoba drivers license is required.
- Previous experience working with youth, adults, vulnerable persons, social services, healthcare or other related fields.
- Minimum two years experience working in crisis situations.
- Knowledge of community resources available in the evenings, overnights, and weekends
- Valid CPR and First Aid Certificate
- Narcan & harm reduction training considered an asset.
- Guide to the Vulnerable Persons Act and Orientation to Protection training considered an asset.
- Non-Violent Crisis Intervention or Deescalating Potentially Violent Situations considered an asset.
- ASIST training (Applied Suicide Intervention Skills Training) considered an asset.

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:

- Ability to write clear concise reports.
- Organizational and planning skills with related decision-making abilities.
- Excellent communication and conflict resolution skills
- Ability to Maintain Confidentiality
- Strong interpersonal skills and an ability to work effectively as part of the team.
- Provide a fair and consistent, non-judgmental work ethic.
- Effective in appreciating the cultural diversity of the participants and able to preserve the dignity and respect of each participant
- Overall, you are able to maintain a courteous, diplomatic, and professional manner at all Times.

SUMMARY OF JOB DUTIES AND RESPONSIBILITIES

- Responding to participants reaching out for support.
- Meeting with Turning Leaf participants in the community who require support.
- Communicating with participants through several different platforms (phone calls, messenger, text messages, WhatsApp, etc).
- Searching for temporary accommodations for participants who do not have a safe or adequate place to stay for the night.
- Collaborating and assisting third party entities and stake holders.
- Advocating for participants to outside parties (Landlords, Hospitals, Emergency Services).

- Assist in medication administration for participants who are hard to locate or could not connect with Community Support Workers or Case Managers during normal business hours.
- Providing wellness checks for participants who are struggling with a wide range of issues.
- To work within the parameters of support plans that have been established for each participant.
- Providing harm reduction supplies to participants and community members who engage with the Crisis Response Team while out in the community.
- Searching for missing participants and/or disengaged participants.
- Transporting participants to a hospital when required and assisting them through triage.
- Picking up participants who are discharged from the hospital after business hours.
- Completing documentation according to the policies and procedures of Turning Leaf (including shift change notes, Apricot clinical logs, incident reports).
- Communicating information to senior management and participant's Case Managers when required, as identified in the Crisis Response Team Operation Manual.
- Filling out forms for key performance indicators and/or progress tracking, measurables, etc.
- Other responsibilities and duties as required.

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 Family Assistance Program (EFAP)
- Paid Training

HOW TO APPLY

Applicants can express their interest by submitting a cover letter that clearly demonstrates why they are the ideal candidate (cover letters must cite specific examples congruent with the posting requirements) along with their resume to careersmb@tlservices.ca We thank all applicants, but only those being considered for an interview will be contacted.

Turning Leaf Services is an equal opportunity employer that pledges to uphold a workplace culture of inclusion, diversity, compassion, and respect. Turning Leaf offers competitive salaries and excellent benefits and is committed to cultivating an environment where work-life balance is valued.