



## Community Treatment Order Transitional Worker

Community Treatment Order

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**Collective Agreement Title:** Housing Support Worker

**Program:** Community Treatment Order

**Report to:** Clinical Supervisor

**Work Hours:** Monday to Friday 8:30 am – 4:00 pm

**Role Type:** Filling an existing vacancy

**Rate of Pay:** \$25.59 - \$29.03

**Contract End Date:** April 1, 2027

### About Gateway Residential and Community Support Services

We at Gateway believe in a community where all are offered respect, dignity, and hope for recovery. We believe in enabling people with mental illness to achieve the highest quality of life possible.

The philosophy of Gateway Residential and Community Support Services of Niagara Inc. is rooted in a desire to serve others. We support and encourage the individual's right to independence, personal decision-making, and involvement in all aspects of planning, implementation, governance, and evaluation.

### Job Summary

At Gateway, we believe in fostering a community where everyone is treated with respect, dignity, and hope for recovery. Our mission is to enable individuals with mental illness to achieve the highest quality of life possible. As Community Treatment Order - Transitional Worker you will assist in assessing and supporting clients transitioning off a Community Treatment Order. As a part of our dynamic team, you will play a crucial role in providing exemplary leadership and care flow management between a multi-disciplinary team, ensuring excellence in client-focused care and program objectives.

As a Transitional Support Worker, your role is multifaceted and critical in supporting individuals transitioning from intensive care to a lesser level of care. In collaboration with our CTO team and team supervisor, you will work together to identify clients who no longer require intense levels of support.

### Responsibilities

- Provide treatment and support to persons suffering from severe and persistent mental illness through a comprehensive plan of community-based treatment that is less restrictive than being detained in hospital
- Facilitate linkages to and collaborate with needed and wanted community services, support, and resources, providing client-centered advocacy to facilitate access to and modification of existing resources to meet individual needs
- Develop a comprehensive and client-centered community treatment plan in consultation with key stakeholders (e.g., physicians, clients, substitute decision-makers, community agencies). Ensure the plan is practical and has good potential for success
- Identifying Individuals who are ready for or aim for graduation and decreasing supports from a CTO
- Monitor and evaluate clients' progress

- Provide transitional and goal planning
- Ensure client safety, encourage empowerment, and provide crisis resolution and prevention within a recovery framework
- Collaborate with substitute decision-makers (SDMs) and family members within the CTO Order
- Provide family education and report/consult any issues to the CTO team and team lead
- Assist individuals in establishing and maintaining an independent and stable living situation
- Work one-on-one with clients in various settings (e.g., home, coffee shop, and workplace). Provide 2-3 visits per week to clients who require ongoing support
- Ensure all necessary referral documents (e.g., ODSP/OW/) are completed
- Ensure all agency documents are completed (e.g., CRMS/OCAN)
- Work with clients to make partnerships with health care providers e.g. medication clinics, family physician, pharmacies and include psychosocial rehabilitation strengthening and establishing relationships
- Advocate for clients' needs and well-being
- Work within an Intensive Case Management model
- Build therapeutic relationships and develop individualized support plans
- Advocate for clients within the system and teach life skills and provide supportive counseling
- Attending psychiatric appointments with clients
- Offer crisis intervention as needed

This position description reflects the general duties of the position, but it is not intended to be a detailed description of all duties that may be inherent in the position. The Community Treatment Order – Transition Worker may also be asked to perform other duties as required or assigned.

#### **Requirements:**

- Preferred University Degree in Social Services, with two years' experience in Mental health, addictions or homelessness
- College Diploma in Social services with five years' experience in mental health, addictions or homelessness
- College Diploma in related field with 10 years' experience in mental health, addictions or homelessness
- Experience working with people experiencing homelessness
- Experience working with Community Treatment Order Programs is an asset with a sound understanding on how to support individuals with mental health concerns, systems advocacy, supportive counselling, crisis prevention and intervention experience
- A valid G drivers' license with a reliable vehicle and permission to carry rider attached with \$2-million liability
- Valid CPR Certificate/First Aid and Non-Violent Crisis Intervention Training
- Evenings and Weekends may be required
- Knowledge of the health care delivery system including community treatment orders/mental health ACT
- Knowledge of homelessness service system and outreach community resources
- Respect and protect client rights, including their right to independence, autonomy, and self-determination; their right to choose and practice individual values, beliefs, religion, and culture
- Good organizational, problem solving, time management and prioritizing skills
- Ability to work independently and as part of a team
- Excellent interpersonal skills with good oral and written skills
- A well-defined sense of diplomacy, including solid negotiation, conflict resolution, and people management skills

- Computer literacy, including effective working skills of CRMS, HIFIS, MS Word, Excel, Teams, Outlook, and Outlook Calendar
- Experience using OCAN, LOCUS or SPADAT is an asset
- Understand and work within a person-centered approach, maintaining political and cultural sensitivity
- Strong morals and ethics, along with a commitment to staff and client privacy
- Demonstrated ability to function within and contribute to a fast-paced team environment
- Demonstrated commitment to ongoing professional education
- Ability to work under minimal supervision
- Bilingual would be an asset

**Police Clearance and Vulnerable Sector Check Requirements:**

To ensure the safety of the individuals we serve, all successful candidates for this position will be required to provide a Police Clearance and Vulnerable Sector Check from their local police service. A clear Vulnerable Sector Check is a condition of employment. Any prior convictions or offenses (outside the scope of the Vulnerable Sector Check) will be assessed in accordance with applicable privacy and human rights legislation. A criminal record may be considered in the hiring decision, in accordance with the Ontario Human Rights Code. Applicants will have the opportunity to discuss any relevant information once the check is requested.

**Work Conditions**

- May be exposed to infectious waste, communicable diseases, and other conditions.
- Working directly with individuals who have been on or currently on a Community Treatment Order
- May work with individuals sleeping rough, or who have lost their housing
- Working in a stressful environment where there are mental and emotional demands – a high level of unpredictable work that could include life-threatening situations
- May be exposed to environments that have cigarette smoke, drug paraphernalia or illegal substances
- Interacts with residents, family members, staff, visitors, government agencies/personnel under all circumstances, which may be traumatic situations
- Travel is required. Client travel in one's own vehicle with clients may be required
- Manual dexterity required to use desktop computer and peripherals
- Intermittent physical activity including walking, standing, sitting, lifting, and supporting patients



**To Apply:**

If you are interested in applying for the above position, please forward your resume to [hr@gatewayofniagara.ca](mailto:hr@gatewayofniagara.ca) by May 14, 2025, by 4:00 pm.

**Additional Information**

Accommodation will be provided in accordance with the Accessibility for Ontarians with Disabilities Act (AODA). Gateway is committed to supporting a culture of diversity and inclusiveness across the organization. We believe in equal opportunity, and it is our priority to ensure a barrier-free recruitment and selection process. If you are contacted for an interview, please notify Human Resources of any accommodation needs you may have during the selection process. Information received regarding the accommodation needs of applicants will be addressed confidentially. We thank all respondents for their applications but only those selected for an interview will be contacted.