

**Kitsumkalum Health Centre
and Gitanyow Human Services
Authority**

**First Nations Action Support Team (FAST)
Suicide Prevention FAST Mentor - West**

FAST Mentor provides:

- Trauma informed crisis intervention, suicide prevention information, referral, and brief supportive counseling to clients who are in emotional distress and/or seeking information on available services.
 - Guidance and support to FAST team members, assist in coordinating debriefing, and expand technologies methods in which communities can receive sound mental health and support services.
- Mentor will be based in western communities (Kitsumkalum)

Reports to: Kitsumkalum Health Director and Executive Health Director, Gitanyow Human Services Authority.

Supervised by: Kitsumkalum Health Director.

Major Duties and Responsibilities':

Assist FAST Team Lead to creating an access and referral satellite centre as part of our continued commitment to enhance access to mental health services.

Build connections between FAST program and relevant services to create care arrangements for community members in distress.

Maintain good connection with other FAST Team members.

Interact with volunteers, health directors, clients by telephone, SMS text messaging, and/or web chat.

Provide evidence-informed crisis intervention and suicide prevention support, and brief supportive counseling to callers who are in emotional distress.

Utilize resource referral database to provide information and referral assistance to callers seeking mental health and substance abuse services.

Manage interactions with clients to ensure appropriate level of support is available in efficient manner.

Adhere to policies & procedures for each service offered by program.

Utilize telephone, SMS texting, and/or web chat to interact with clients.

Facilitates talking circles for clients.

Maintains accurate client records to include aftercare plans, intake forums Update and maintain all necessary program documents.

Maintain monthly, yearly reports and yearly workplans.

Required Skills:

Knowledge of Trauma informed approach to Indigenous Service Care.

Strong understanding of available services in the northwest area to be able to connect these services for community members in crisis.

Courteous, empathic, and professional manner.

Active listening skills to establish working alliance with clients and communities.

Efficient information-gathering, and problem-solving to facilitate service enhancement.

Superior communication skills to convey information to clients clearly, accurately, and completely.

Ability to maintain professional demeanor when handling crisis and abusive calls.

Efficiency with balancing pace and flow of conversation and call time.

Valid driver's license.

Qualifications:

Grade 12

Administrative Certificate

Must have computer skills, familiar with Microsoft word, Excell, PowerPoint

Crisis intervention and/or mental health information and referral services experience a plus or equivalent work-related experience in Indigenous healthcare contact center.

Must have a strong understanding of northwest First Nations cultural systems.

Applicants should be comfortable working independently and as part of a team in a collegial group environment.

Must have a clean criminal record and willing to take a criminal record check.

Must have reliable vehicle and class 5 driver license and submit a driver abstract.

Salary:

Starting at \$38,300 w/great benefit package

Submit resumes to

Charlene Webb, Kitsumkalum Health Director

Email: reception@kitsumkalum.com

Facsimile: 250-635-6182

Or in person: at Kitsumkalum Health Centre

Or in person: 3523 W Kalum Rd, Kitsumkalum

Position posted until filled.