



Community Crisis Outreach Worker

ABOUT THE TOWN OF NEW GLASGOW

The Town of New Glasgow, nestled along the scenic riverside of Northern Nova Scotia, stands as a vibrant and pivotal commercial center for Pictou County. Here at the Town of New Glasgow, we take pride in our dynamic and flourishing financial and professional sectors, upholding a longstanding tradition of excellence that permeates entrepreneurship, education, social leadership, athletics, entertainment, and all levels of government. Our town is a testament to history, adorned with architectural gems that narrate the past, but we are also committed to moving forward and continuously expanding our offerings to enrich the lives of our residents and visitors alike. New Glasgow presents an ever-growing array of amenities, including vibrant arts and culture centers, a diverse selection of restaurants and entertainment venues, and an abundance of lush parks and trails. These facets converge to cultivate a thriving community and bolster our local economy.

THIS MOMENT, THIS POSITION

New Glasgow Regional Police (NGRP) is seeking a passionate, skilled Community Crisis Outreach Worker (CCOW) to help redefine how our community responds to substance use, overdose, mental health crises, and complex social challenges.

Reporting to the Chief of Police, this licensed clinical professional will be embedded within NGRP as part of our enhanced Crisis Intervention Team (CIT) model — working at the intersection of public safety and public health.

Funded through Health Canada's Emergency Treatment Fund (ETF), this position represents a transformative investment in compassionate, evidence-based crisis response. It is designed to strengthen our community's ability to respond to the urgent and escalating impacts of substance use, overdose, mental illness, housing instability, and related social determinants of health. This is more than a clinical role. It is an opportunity to:

- Deliver real-time, mobile crisis intervention where it matters most
- Shift responses from enforcement-based to health-based pathways
- Support individuals and families at critical turning points
- Reduce stigma and barriers to care
- Build stronger connections between policing, healthcare, and community systems

The CCOW will provide mobile, trauma-informed, harm-reduction-based crisis intervention and follow-up support to individuals and families who frequently come into contact with police due to substance use, overdose risk, mental illness, housing instability, and related psychosocial challenges.

This role bridges public safety and health systems by delivering on-scene crisis assessment, short-term clinical intervention, system navigation, and referral to treatment and recovery services in



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collaboration with Nova Scotia Health – Mental Health and Addictions (MHA) and community partners.

The Community Crisis Outreach Worker will attend crisis calls alongside CIT-trained police officers and conduct on-scene mental health, suicide, violence, and overdose risk assessments. The role provides immediate crisis stabilization and engages individuals in collaborative safety planning, while delivering harm reduction interventions, including overdose prevention education and naloxone support. This position also plays a key role in reducing reliance on criminal justice pathways by facilitating timely, health-based responses. Additional duties and responsibilities include but are not limited to:

Case Management and System Navigation

- Provide short-term, time-limited case management and structured follow-up support.
- Facilitate referrals and warm handoffs to substance use treatment, recovery programs, housing supports, and community services.
- Support individuals experiencing concurrent mental health and substance use disorders.
- Collaborate closely with Nova Scotia Health's MHA Crisis Response Teams and community service providers to ensure continuity of care.

Community Outreach and Education

- Participate in outreach initiatives targeting vulnerable and marginalized populations.
- Deliver community education sessions focused on crisis response, stigma reduction, and harm reduction.
- Support public awareness initiatives aligned with ETF objectives to increase access to treatment and recovery services.

Data Collection and Performance Measurement

- Maintain secure documentation of service contacts and referrals within NGRP's Records Management System (RMS).
- Collect demographic and service data consistent with ETF reporting requirements and Sex- and Gender-Based Analysis Plus (SGBA Plus) principles.
- Contribute to quarterly reporting, outcome tracking, and program evaluation processes that support sustainability and long-term impact.

Training and System Integration

- Participate in CIT training initiatives and interagency education sessions.
- Contribute to the ongoing development of shared protocols and collaborative procedures between police, health, and community partners.
- Engage in clinical supervision and continuous professional development to ensure excellence in practice.



KNOWLEDGE, SKILLS AND EXPERIENCE

- Master's Degree in a clinical, health-related discipline (Social Work, Psychology, Counselling, Nursing, or Occupational Therapy).
- Current registration (or eligibility for registration) with a relevant provincial regulatory body in Nova Scotia.
- Minimum two (2) years of licensed clinical experience in mental health and/or substance use services.
- Demonstrated experience in crisis intervention and comprehensive risk assessment.
- Experience supporting individuals affected by substance use disorder, overdose risk, trauma, and housing instability.
- Experience working within interprofessional or multidisciplinary team environments.
- In-depth knowledge of harm reduction principles and evidence-based addiction treatment approaches.
- Strong understanding of DSM-5 diagnostic criteria.
- Skills in individual therapy, brief intervention models, and psychoeducation.
- Demonstrated competence in suicide and violence risk assessment and intervention.
- Knowledge of concurrent disorders and trauma-informed care practices.
- Ability to work independently in dynamic, fast-paced, and high-pressure environments.
- Strong communication, collaboration, and relationship-building skills.
- Deep commitment to equity, diversity, inclusion, and culturally responsive practice.
- Ability to engage respectfully and effectively with Indigenous, racialized, newcomer, and marginalized populations.
- Competency in French or other languages is considered an asset.

Candidates with less than two (2) years of licensed experience may be considered under a developmental scale, subject to supervision and regulatory requirements.

COMPENSATION

Compensation for this position ranges from \$87,360 to \$108,160 annually, commensurate with qualifications and experience. The Town offers a comprehensive benefits package and generous vacation entitlement.

All interested applicants are asked submit their resume and cover letter to Rebecca MacNeil, Director, Human Resources (rebecca.macneil@newglasgow.ca) on or before end of day Friday May 1, 2026,

STATEMENT OF INTENTION

We encourage applications from a wide spectrum of backgrounds and experiences, recognizing the immense value that diversity brings to our team. We're on a journey of learning and growth, continually striving to create a more inclusive and equitable environment. We encourage individuals from historically underrepresented communities, including Black, racialized, and



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Indigenous Peoples, members of the 2SLGBTQI+ community, newcomers to Canada, and People with Disabilities, to apply.

We are committed to providing accommodation for individuals with disabilities at every stage of the hiring process. We recognize that there is always more to learn and improve upon in our journey towards greater inclusivity and humility.