



Community Services and Mental Health Worker

The **Community Services and Mental Health Worker diploma** program at triOS is 54 weeks in length. This program prepares you to play an important role in strengthening communities by delivering social assistance programs, counselling support, and wellness services that help individuals face personal and social challenges while improving their overall quality of life. You will study a wide range of subjects such as sociology, psychology, criminology, counselling, family dynamics, addictions, and mental health. You will also develop essential skills in communication, case management, crisis intervention, program planning, and career preparation.

Along with classroom instruction, you will earn certifications including Mental Health First Aid, Suicide Prevention (SPRAM), Trauma and Violence Informed Care, Verbal Intervention, and others that employers in the field value. By graduation, you will be equipped with the knowledge, hands-on training, and credentials to begin a meaningful career in community and mental health services across Canada.

Program Benefits

- ✓ Half-Day Classes
- ✓ Job Placement Assistance
- ✓ Mental Health First Aid Training
- ✓ Industry Certifications
- ✓ Qualified Instructors

Here's a look at some of the courses included in this program:

Career Readiness and Professional Skills

Student Success Strategies, Digital Literacy for Professionals, Career Planning & Preparation 1 & 2, and Standard First Aid/CPR

Mental Health and Psychology

Introduction to Mental Health and Addictions, Introduction to Psychology, Introduction to Mental Health for Community Service Workers, Special Consideration in Mental Health & Addictions Work and Lifespan Psychology and Development.

Addictions and Applied Practice

Working with Substance Abuse, Assessment and Program Planning, Business Communications

Family and Community Work

Community Services in Canada, The Canadian Family Dynamic, Research and Populations at Risk, Sociology, and Criminology

Counselling Studies

Counselling, Group Work and Human Relations, Crisis Intervention and Treatment Modalities



Certifications

Verbal Intervention, Trauma and Violence Informed Care, Positive Space Training, Naloxone Administration, Helping Trafficked Persons, Accessibility for Ontarians with Disabilities Act, Suicide Prevention, Risk Assessment & Management - (SPRAM), Mental Health First Aid, Standard First Aid/CPR/WHMIS and At The Intersection: Supporting People Experiencing Intersectional Stigma

Employment and Wage Outlook for Careers in this field:



NOC Code: 42201 - **Wage data rounded down to the nearest dollar. Average wage doesn't reflect the starting salary but represents the middle value between lowest to highest wages. Local (or regional) income may vary. Last updated in Jan 2024.

Career Opportunities

Support Worker
Group Home Worker
Outreach Worker
Client Service Worker
Well-Being Counsellor
Peer Support Worker
Shelter Counsellor

Employers Who Have Hired triOS Grads



Some Other Employers Include:

- Youth Action Centre
- Family Lifeline Counseling
- VON Canada
- Council on Drug Abuse (CODA)
- Pioneer Youth Services

"I was recently asked what the most important thing my instructor taught me. My answer: to have confidence in myself and to trust that there are always people in my corner!"

-Anne E.,
triOS College Addiction Worker Graduate

Community Services and Mental Health Worker

Diploma Program Length:

54 Weeks

NOC Code: 4212/42201

Student Success Strategies
Digital Literacy for Professionals
Career Planning Preparation - Level 1
4 Weeks

Working with Substance Use
Business Communications
Counselling
8 Weeks

Criminology
Community Services in Canada
The Canadian Family Dynamic
8 Weeks

Group Work and Human Relations
Introduction to Mental Health for Community Services Workers
Introduction to Psychology
8 Weeks

Lifespan Psychology and Development
Sociology
Research and Populations at Risk
8 Weeks

Introduction to Mental Health and Addiction
Special Considerations in Mental Health and Addiction Work
Crisis Intervention
8 Weeks

Treatment Modalities
Assessment and Program Planning
8 Weeks

Career Planning and Preparation - Level 2
1 Week

Standard First Aid/CPR/WHMIS
1 Week



triOS COLLEGE
BUSINESS ♦ TECHNOLOGY ♦ HEALTHCARE

Program highlights include:

- Registered and approved diploma
- Career services
- Job search assistance
- Alumni program benefits

Admission Requirements:

1. Student has an Ontario Secondary School Diploma or equivalent, OR is 18 years of age or older on or before the program begins AND can pass a qualifying test that has been approved by the Superintendent.*
2. The approved qualifying test for this program is the Wonderlic test. A passing score for this program is 14.
3. Student must provide a clear Criminal Record Check.
4. Student must complete the Community Services Worker Entrance Questionnaire.

*Applicants from other Canadian provinces must be at least 19 years of age and a minimum of 1 year out of high school by the program start date and successfully pass an academic achievement test.

International Students: Please contact us for more detail regarding admissions requirements.

Advanced Standing Policy:

Similar to all post-secondary institutions in Ontario, triOS College reserves the right to accept or deny advanced standing into its programs.

Note:

In order to continuously improve our programs, triOS College reserves the right to modify programs at any time. Program delivery order may vary depending on the program start date. This diploma program may not be available at all campuses. The program may have additional reading weeks, depending on the start date.

You can find our Key Performance Indicators (graduation rate, employment rate, etc.) at www.triOS.com/kpi.



Course Descriptions

Student Success Strategies

This course stresses the importance of developing non-technical skills to enhance personal, academic, and career success. The course will address strategies that are important for all adult learners, such as managing finances, maintaining health and wellness, understanding learning styles, setting goals, and honing practical study skills (such as memory, reading, and test-taking techniques). In addition, this course emphasizes strategies needed to succeed in your program, such as navigating technology efficiently, interacting and engaging with peers and facilitators/instructors, and managing learning time and space.

Digital Literacy for Professionals

This course introduces you to the fundamental concepts and principles of learning and working in a digital environment. This course covers the following elements: using devices and handling information, creating and editing information, communicating and collaborating, and being safe and responsible online. This course will also cover proper naming conventions and folder organization.

Career Planning & Preparation – Level 1

This course will introduce you to and provide practice in using the tools required for a successful job search. The concepts covered in this course will help you maintain a career-focused approach throughout your studies so that you are better prepared to conduct a job search after graduating. Specifically, you will learn how to identify your soft and hard skills and how to articulate your abilities in a clear and concise Elevator Pitch that will appeal to employers and resonate with industry contacts. You will learn about the job search resources available to you including using career websites, creating LinkedIn profiles, accessing the “hidden” job market, and networking. You will examine sample résumés and cover letters and begin the process of creating your own professional résumés and cover letters that align with current conventions for content, organization, and formatting. You will also learn about the role of references, thank you letters, workplace philosophies, and strategies for success, including maintaining a professional image and using proper etiquette when communicating with potential employers and industry contacts.

Working With Substance Use

This course provides you with a comprehensive understanding of substance use, integrating both theoretical and practical perspectives. You will analyze various theories explaining substance use, assess the effects of drugs and alcohol on the body and mind, and critique treatment theories to develop personal ethical standards. The course emphasizes the prevention of substance use at primary, secondary, and tertiary levels. Related to this, you will develop realistic prevention plans for at-risk populations and assist individuals and their families in navigating the addiction treatment system. This course equips you with the knowledge and skills to effectively address addiction and support recovery.

Business Communication

This course emphasizes the necessity of sound business communication skills in social services. You will learn to objectively compile pertinent information, identify steps and guidelines for effective communication, and apply the best practices of letter, report, and proposal writing. The course also assesses the value of verbal communication in social services. Upon completion, you will employ verbal and non-verbal communication skills needed to prepare documents in adherence to agency policy and the CASW Code of Ethics, draft specific case notes, and write proper referrals for clients and agencies. This course equips you with the essential skills to perform appropriately in documentation and communication tasks within a social service agency.

Counselling

In this course, you will develop an in-depth understanding of client-centered counselling practices. You will adopt a client-centred approach using techniques from the four skill clusters of counselling. The course covers analyzing client needs through the four stages of counselling and integrating objectivity into personal counselling practices. You will internalize these values and principles of counselling, evaluate the code of conduct, and develop in-depth knowledge of legal responsibilities. Additionally, the course emphasizes self-awareness through journaling, self and peer feedback, reflective questions, and role-playing exercises. This course equips you with the essential skills and knowledge to effectively practice client-centered counselling.

Criminology

This course introduces you to criminology theories and perspectives and their application in intervention strategies and victim services. You will assess personal, societal, and global risks for criminal involvement and outline key stakeholders in the criminal justice system at federal, provincial, and municipal levels. The course emphasizes creating accurate and appropriate intervention and reintegration plans, recommending strategies that incorporate criminology theories, and navigating services and agencies to assist clients. You will maximize the use of available resources, appraise the impact of personal beliefs, and learn how to best advocate for clients at different government levels.

Community Services in Canada

This course introduces you to the principles of social work in Canada, exploring the nature of the welfare state and discussing both direct and indirect practices. You will apply the Code of Ethics for the Canadian Association of Social Workers (CASW) and develop insights into social concerns affecting various at-risk populations, including seniors, children and youth, women, persons with disabilities, Indigenous peoples, sexually diverse populations, and minority groups. Utilizing main theoretical approaches, you will produce original ideas to combat social problems, prepare and present best practice plans, employ sound proposal writing methods, and instruct others on current best practices for different populations at risk in the community. This course provides an introduction to social work principles in Canada, focusing on the welfare state, ethical practices, and social concerns for at-risk populations.

The Canadian Family Dynamic

This course provides an in-depth understanding of the contemporary Canadian family dynamic, focusing on connections between groups, systems, and institutions. You will identify risk and protective factors within family systems and integrate observations of current family experiences and generational patterns. The course emphasizes practical skills, including assessing structural and individual concerns in family systems, evaluating risk assessments for families at risk of violence, poverty, and/or separation, implementing harm reduction strategies and intervention programs, and investigating the socialization and historical context of clients to better assist families in alleviating social concerns. Through this comprehensive approach, you will be equipped to support and strengthen diverse family systems in Canada.

Group Work & Human Relations

This course provides you with an in-depth exploration of group dynamics and the importance of interdependence within groups. It emphasizes proficiency in working effectively within co-operative learning groups, appreciating the benefits of controversy in group processes, applying proper problem-solving skills, and using appropriate controversy procedures. Additionally, you will focus on facilitating personal growth through increased self-awareness. By the end of the course, you will exhibit a thorough understanding of group dynamics, demonstrate effective collaboration skills, and apply strategies to enhance group performance and personal development. This course equips you with the essential skills to thrive in co-operative learning environments and beyond.

Introduction to Mental Health for Community Service Workers

This introductory course provides you with a comprehensive understanding of mental health within the context of social services and emphasizes analyzing legal and ethical considerations to better serve consumers. You will organize symptoms of mental health diagnoses using DSM IV/DSM V criteria, comprehend medical terminology, and research social service agencies that utilize the recovery model. You will apply recovery principles to support mental health concerns, create recovery-based program plans, relate evidence-based practices to various diagnoses and symptoms, and complete proper assessments and program plans using the recovery model. This course equips you with the essential knowledge and skills to effectively support individuals in the mental health field.

Lifespan Psychology & Development

This course provides you with a comprehensive overview of lifespan psychology development, focusing on both typical and atypical development across physical, cognitive, emotional, social, and personality domains. You will evaluate theoretical perspectives of development throughout the lifespan, recognize signs of atypical development, and map key milestones and socialization aspects from infancy to old age. The course emphasizes encouraging positive development, assessing delayed development, and understanding vulnerabilities. You will apply theoretical perspectives to enhance positive development in clients and educate others on effective strategies for promoting healthy development throughout the lifespan. This course equips you with the knowledge and skills to support individuals at various stages of life.

Research and Populations at Risk

This course provides a comprehensive overview of case management, from exploring standards of practice and community-focused supports through applying case management processes to a range of populations (for example, seniors, immigrants, unhoused). The importance of effective documentation and ethical practices is emphasized. The course covers the legal and ethical obligations of a case manager, highlighting the need for objectivity in obtaining information. Through practical exercises, you will discriminate between proper and improper case management styles, implement best practices in client program planning, and develop effective and measurable program plans for populations at risk. This course covers case management standards, ethical practices, and effective program planning for at-risk populations.

Introduction to Psychology

This course provides you with a comprehensive overview of the brain and central nervous system, analyzing aspects such as circadian rhythms, sensation and perception, stress responses, substance use, and mental illness therapies. You will explore the interplay of genetics, personality, and environment in individual development. The course emphasizes the scientific method, including steps in scientific research, ethical considerations, and benefits of proper application. You will apply these steps to explore a topic of interest in social psychology. This course encourages the use of psychological understanding to improve lives, compare and contrast conditioning types in learning and behaviour modification, and measure their effectiveness.

Sociology

This course provides you with a comprehensive understanding of sociological perspectives, focusing on how social forces shape our everyday lives. You will recognize conditions that encourage sociological thinking about global issues and problems. The course covers main frameworks sociologists use to examine society, including functionalist (how society's parts work together), conflict (how power and inequality shape society), interactionist (how people interact and create meaning), and feminist (how gender shapes social structures, interactions, and power dynamics). You will also identify the principles of the scientific method, including objectivity, problem formulation, and hypothesis testing, and summarize ethical concerns in applying sociological perspectives. Practical skills include implementing strategies for the sociological development of communities, investigating the impact of sociological study on social work practice, employing sociological research in developing community programs, and recommending proper community development based on sociological theories.

Career Planning & Preparation – Level 2

Learning materials designed to further students' understanding of essential concepts and principles of career planning and preparation will be delivered through Brightspace using visually engaging HTML templates. These templates include dynamic features such as flip cards, tabs, carousels, and important note boxes to create an interactive and engaging learning experience. Advanced interactive components, like short animations and videos, may be developed using a range of authoring tools. Assignments and professional performance evaluations will be conducted within the Brightspace platform, ensuring a seamless and integrated assessment process.

Introduction to Mental Health And Addictions

This course equips you with some of the essential skills and knowledge needed for a career as a Mental Health Worker. You will analyze the diagnostic process for mental health conditions and examine core competencies, such as communication, empathy, ethical principles, and crisis management. You will explore major conceptual frameworks for understanding mental illness, including biological, psychological, and sociocultural perspectives. The course addresses different modes of service delivery in mental health care, assessing how these services meet the needs of individuals in various settings. You will apply problem-solving techniques to address challenges related to time constraints, caseload management, and client engagement. This comprehensive course prepares you to effectively support individuals with mental health concerns.

Special Considerations in Mental Health and Addiction Work

In this course, you will explore how mental health and substance use are connected, how these concerns can lead to judgment from individuals or other professionals, and how those judgments can hinder access to social determinants of health, such as housing, education, healthcare, and employment. Through individualized planning, you will use your documentation skills, ethics, and assessments to positively impact individuals as well as broader social attitudes. You will earn a certification, *At the Intersection: Building Awareness and Capacity to Support People Experiencing Intersectional Stigma* (CPHA and C4S).

Crisis Intervention

This course prepares you to intervene effectively in mental health and addiction crises, with a focus on suicide prevention and overdose response. You will identify and implement effective strategies for crisis intervention, assess risks, and manage interventions efficiently. Emphasis is placed on adhering to professional ethical obligations, including maintaining confidentiality and following the Canadian Association of Social Workers (CASW) Code of Ethics and the Canadian Addiction Counsellors Certification Federation (CCACF) Canon Ethical Principles. The course also covers the application of crisis intervention techniques from Mental Health First Aid and suicide crisis intervention training to support individuals in psychological and addiction-related emergencies. By the end of the course, you will be equipped with essential skills and knowledge to handle mental health crises professionally and ethically.

Treatment Modalities

This course provides you with an in-depth exploration of therapeutic interventions for concurrent disorders, emphasizing psychosocial rehabilitation and community-based approaches. You will examine the valuable contributions of individuals with lived experience to recovery efforts and understand the importance of interdisciplinary professionals in providing comprehensive care. You will apply psychosocial rehabilitation (PSR) principles to enhance community participation and social inclusion for individuals with concurrent disorders. The course covers the integration of WRAP-Around (Wellness Recovery Action Plan) services into client support plans to promote holistic and individualized care. By the end of the course, you will refine the essential skills and knowledge needed to support individuals with concurrent disorders.

Assessment and Program Planning

This course enhances your assessment and program planning skills, a critical competency for Mental Health Workers. You will apply evidence-based modalities to client assessments and program planning, designing individualized support programs that align with client needs, goals, and strengths. Through real-world scenarios and role-playing exercises, you will demonstrate practical skills and evaluate your competencies as a Mental Health Worker. Additionally, you will analyze client progress and adapt programs to ensure effective outcomes. The course emphasizes integrating ethical and culturally sensitive practices into assessment and program planning processes.

Standard First Aid/CPR/WHMIS

This course provides you with comprehensive CPR training. It includes the latest first aid and CPR guidelines and meets federal and provincial regulations for Standard First Aid and CPR Level C. The course includes the following topics: preparing to respond; the EMS system; check, call, care; airway emergencies; breathing and circulation emergencies; first aid for respiratory and cardiac arrest; wound care; head and spine injuries; bone, muscle and joint injuries; sudden medical emergencies; environmental emergencies; and poisons. The WHMIS section of this course teaches you the basic elements of WHMIS 2015 and the Global Harmonization System. This covers the safety measures and guidelines to be followed when exposed to or working with hazardous materials.