

TO BE A LINKWORKER

Profile

Who:

- Is well known in their field.
- Meets many people in their daily life or has a leadership role in their community.
- Is likely to reach people who are not reached by existing support networks.
- Is naturally inclined to help others.
- Has a caring attitude and listens well or wishes to improve these qualities.



Being a linkworker means:

- Listening to people.
- Believe in their ability to find their own solutions to their problems.
- Ask the right questions to help them.
- Reassure them that it's normal to have difficulties.
- Be alert of signs of psychological distress.
- Make people aware of the resources that can support them, where appropriate.



Being a linkworker is not about:

- Becoming a superhero or superheroine.
- Becoming a speaker.
- Finding solutions to other people's problems.
- Convince them that they need to make changes in their lives.

The attitude of a linkworker is:

- Calm
- Respectful
- Open
- Present

As a linkworker, a successful conversation is one where:

- I simply listened to the person.
- I let go of my own expectations of results.
- I put aside my personal experiences.
- I adopted a calm and respectful attitude.

Suggested behaviors for linkworkers:

- Demonstrate good listening skills and empathy.
- Show openness and respect for others.
- Respect limits and ask for help when needed.
- Respect the person's right not to want help.
- Respect the confidentiality of information and the privacy of where one's own safety or that of others is compromised.
- Don't force people to tell their story.
- Be sure to obtain the person's consent before transmitting his or her information to the CIUSSS psychological reception or to a community organization.
- Be kind to yourself and others.
- Adapt your language to your interlocutor.
- Never use violence.
- Respect sanitary measures.

Any Questions?

To comment or ask a question, please write to: eclaireurs.eclaireuses.cnmtl@ssss.gouv.qc.ca

Visit our website: <https://www.ciusssnordmtl.ca/eclaireurs>

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