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## JOB DESCRIPTION

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**JOB TITLE:** Day Space Support Staff (Excluded, Non Union)

**JOB SUMMARY:** The Canadian Mental Health Association provides mental health education and mental illness recovery-focused programs and services for people of all ages and their families. We work collaboratively to develop realistic community awareness of homelessness and provide housing opportunities for clients. The Day Space support staff works as part of the multidisciplinary team of CMHA Kamloops and assist with triaging clients to shelter spaces available in our community.

**REPORTS TO:** Executive Director or Designate.

**REQUIRED EDUCATION, TRAINING AND EXPERIENCE:** *To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.*

- Related Degree or Diploma in Human/Social Service or related field or a combination of education, training and experience;
- Valid Occupational First Aid Level 1, Food Safe and Naloxone Training required;
- WHMIS preferred.

**SPECIAL REQUIREMENTS:** *Due to licensing/insurance requirements or accreditation standards, some positions may require additional information to determine ability to satisfactorily perform the job tasks.*

- Criminal Record Check
- CPR/First Aid
- Valid Driver's License

**Must Demonstrate the following knowledge, skills and abilities:**

- Effectively work in both a team environment and independently;
- Good, demonstrable computer skills including emails and intermediate computer usage;
- Sensitivity towards individuals with disability, mental illness and substance abuse;
- Excellent interpersonal skills;
- Good verbal and written communication skills;
- Effective critical thinking skills;
- Be able to move quickly during times of crisis.

**RESPONSIBILITIES & KEY DUTIES:**

- Support clients (and incoming animals); register, check-in, monitor, assess behavior and overall well-being
- Advocate on behalf of program participants in order to help them move forward out of homelessness and into shelter
- Work, as part of the team with, support staff, and guests to assess and redirect as many people as



appropriate to alternative options including shelter (diversion) and to develop appropriate shelter plans for those guests currently on the streets.

- Complete intake and assessment process in order to identify guest’s strengths, needs, barriers, and goals in order to achieve shelter placement or rapid and appropriate shelter entry.
- Participate in the creation and/or implementation of program service plans.
- Work with outside providers to educate community about shelter services and appropriate/inappropriate referrals and to encourage phone referrals and scheduling of intake appointments.
- Create and accept internal and external referrals for resources and services and maintain communication with providers.
- Collaborate with Support staff to mutually inform teams on current street issues and needs.
- Assist program guests with applications and search and refer to Housing Specialist if appropriate.
- Provide support, crisis intervention, mediation and service coordination.
- Attend and participate in staff meetings and trainings as required.
- Collect and maintain data-based statistical information; Maintain accurate case records and submit written service outcome reports as needed.
- Provide support to deescalate and facilitate crisis intervention.
- Perform daily perimeter check and/or recruit program guest to participate in CMHA Kamloops Peer Program.
- Assist in meal preparation and serving;
- Housekeeping duties including the proper cleaning and disposing of human and animal bio-hazard materials;
- Demonstrate a high degree of confidentiality pertaining to case records and information

**WORK ENVIRONMENT, ATTENDANCE, TRAVEL and PHYSICAL DEMAND** *The physical demands described are representative of those that must be met by an employee to successfully perform the essential functions of this job. The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions*

- This position requires speaking to clients about resources and shelter, resolving and deescalating issues that may arise at program, serving meals, cleaning the building, working with people with disabilities, mental health and substance use disorder, walking, sitting, reaching with hands and arms. Some aspect of work involves computer usage, sitting for long or short periods of time, and general administrative duties.
- Work is primarily done in an office style environment.
- Other duties as assigned by Executive Director or Designate.

By signing below, I agree that I have read and understand the Manager of Rental Housing Job description.

\_\_\_\_\_  
Employee name

\_\_\_\_\_  
Date

\_\_\_\_\_  
Employee signature