

JOB DESCRIPTION

JOB TITLE: **Supportive Housing Worker**

JOB SUMMARY: CMHA's provides basic needs and support to Kamloops' homeless, homeless-at-risk, and street entrenched population. We work collaboratively to develop realistic community awareness of homelessness and provide an important link between homeless men and women and the resources they need – including services such as shelter, food, hygiene, mental health and addictions support, housing advocacy, and crisis and life skills support. Housing Support Workers function as a team to provide comprehensive on-going support services to clients in CMHA's supported Housing program

REPORTS TO: Program Coordinator 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.*

- Bachelor of Social Work or 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 certificate and Naloxone Training required;
- WHMIS are preferred.

Knowledge, skills and abilities:

- Effectively work in both a team environment and independently;
- Good, demonstrable computer skills including emails and basic computer usage;
- Sensitivity towards individuals with mental illness and substance misuse;
- Excellent interpersonal skills;
- Good verbal and written communication skills;
- Effective critical thinking skills;
- Able to reach, bend and frequently lift up to 50 pounds;

RESPONSIBILITIES & KEY DUTIES:

Client Support

- Provides individualized, client-centered support to clients, including:
 - Support clients; register, check-in, assess behavior and overall well-being
 - preparing, documenting, implementing, monitoring and evaluating personalized support plans with each client;
- Assist with case management by identifying potential problems and reporting any difficulties;
- Providing input to the housing coordinator and other professionals with regard to the development of appropriate program plans;

- Monitoring client mental health and addiction issues and determining when to provide additional support;
- Recognizing, analyzing and responding to potential emergency situations such as aggressive/anti-social behaviors to ensure no harm comes to the client, the staff, other clients or the public;
- Encouraging and facilitating client participation in decision-making regarding housing and support policies and practices;
- Providing life skills training such as meal preparation, housekeeping, personal care and personal self-management skills;
- Administer lifesaving interventions such as CPR, Narcan and other overdose recovery procedures;
- Document background information and history and monitor clients' progress and well-being;
- Observe and assess agitation levels in order to proactively defuse potentially aggressive situations.
- Liaising and actively planning with community resources;

Client pet care and support:

- Process incoming animals, making assessments and recommendations regarding health, behavior and fostering at intake;
- Conducting ongoing health checks;
- Assist in maintaining the accuracy of animal identification records at the shelter;
- Assist in the referral process to **Four Paws Food Bank** explaining procedures, discussing fostering concerns and providing printed information.

Program Support

- Work within a multi-disciplinary team liaising with others to promote a supportive environment;
- Ensure flow of critical information including documentation and shift change to bring forward issues and occurrences that take place while on shift;
- Support strategies that encourage the involvement of all in providing and developing CMHA's services;
- Promote a mutually supportive environment that emphasizes collaborative approaches and values the contributions of all members, including staff and clients.

Other Duties

- Perform day-to-day administrative duties including maintaining database, client intakes, maintenance reports and assisting other staff with completing paperwork;
- Effectively de-escalate, diffuse, and monitor overall environment for safety;
- Assist in meal preparation;
- Housekeeping duties including the proper cleaning and disposing of bio-hazard materials;

- Perform all kennel duties in accordance with established procedures and training level. May clean and disinfect kennel and cage areas, intake areas and other animal care areas according to procedures.
- Work within a multi-disciplinary shelter team, liaising with other support staff, Case Managers and supervisor to promote a supportive, respectful environment;
- Effective time management including ability to prioritize and assist with shelter activities.
- Other duties as assigned.

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.

By signing below, I agree that I have read and understand the Supportive Housing Worker Job description.

Employee signature

Date