



## JOB DESCRIPTION

**JOB TITLE:** Community & Shelter Triage Staff (CSTS) (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 **Community & Shelter Triage Staff** provides a range of support services to mental health consumers and /or substance users faced with homelessness and in need of temporary emergency shelter. In some cases, our employees share their own knowledge and lived experience of mental illness / substance use to assist shelter clients to successfully access services.

The CSTC collaborates with the client and their care team to determine appropriate care to meet individual needs and situational requirements. Provides clients with education, support and advocacy from a lived experience perspective. Working closely with members of the shelter team, the CSTC assesses incoming referrals to the shelter and provides case specific services.

Services include: appropriate referrals to ongoing community supports, advocating on the client's behalf in an effort to gain access to appropriate assistance, and generally educating and supporting residents who are dealing with complex bio-psycho-social issues. The CSTC role may include medication assistance to clients.

**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.*

- One year of recent, related work experience with an emphasis on mental health, addictions, homelessness and/or social services and/or training; or equivalent combination of education and experience in in Human/Social Service
- WHIMIS, Current First Aid (valid for at least 6 months), Food Safe & Naloxone
- Criminal Record Check

**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.*

**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:**

- Establish and maintain collaborative relationships
- Engage business owners requesting support with any homeless guests and/or clients who are interfering with business operations; encourage guests and/or clients to move to shelter.
- Provide support to the program and to the manager of shelter assessment and triage.
- Respond to shelter needs as requested.
- Identify and work to increase people’s strengths including working with people using trauma and hope-inducing strategies.
- Report any instance of accident, injury or damage to a guest, client, and staff person as soon as possible.
- Ability to work positively, patiently and proactively with all clients, including those who may demonstrate a range of difficult behaviors.
- Report any instance of mishap or incident; submit written documentation when issues escalate to the level requiring an official “incident report.”
- Ability to intervene in crisis situations, including de-escalate verbal aggression, hostility, suicidality, mental and physical health crises.
- Ability to perform housekeeping duties including preparing beds for new residents and general upkeep of the shelter space.
- Knowledge of Kamloops and community services.
- Working knowledge of the principles of harm reduction and trauma informed practice
- Knowledge of the diagnosis and resources in the areas of mental health, substance use, physical health, including HIV and Hepatitis B/C.
- Knowledge of the dynamics of homelessness, specifically as related to the experience of mental health and substance use.
- Follow all public health guidelines related to safety and sanitation.
- 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, triaging clients, working with people with disabilities, mental health and substance use disorder, walking, sitting, and 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 and communal space
- Other duties as assigned by Executive Director or Designate.

By signing below, I agree that I have read and understand the Community & Shelter Triage Staff Job description.

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Employee name

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Date

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Employee signature