



JOB DESCRIPTION

JOB TITLE: Indigenous & Wellness Support Worker (Excluded, Non-Union)

JOB SUMMARY: The Canadian Mental Health Association provides mental health education and psychologically-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 our clients. This position requires a deep understanding of systemic barriers faced by indigenous communities in accessing housing opportunities, indigenous homelessness, cultures and traditions.

The Genesis Place Indigenous & Wellness Support Staff provides supports for people that live at Genesis Place. Wellness staff plays a role in referral, coordination and ensuring adherence to supportive housing policy and procedures. This position requires the ability to address day to day responsibilities that occur while supporting marginalized and at-risk populations, while ensuring the completion of mandatory reporting and documentation. This role also includes but is not limited to, signed program agreements, move in/move out checklists, daily summary notes and clear communication.

This position is responsible for ensuring cohesion through the promotion of a respectful and supportive environment for all resident's staff and visitors.

REPORTS TO: Manager of Sustainability and Affordable Housing / 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.*

- Minimum two years of recent, related work experience with an emphasis on mental health, substance use disorders, homelessness and/or social services and/or training; or equivalent combination of education and experience in in Human/Social Service/Community Social Service field.
- WHIMIS, First Aid Level 1, Food Safe & Naloxone Training
- Criminal Record Check
- MHFA Required
- HEP B Vaccination Required
- Valid BC Class 5 Drivers License

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:

- Ability to communicate effectively, both verbally and in writing.
- Sound knowledge of current socials issues such as poverty, homelessness, mental illness, substance use disorders, harm reduction, overdose awareness and suicide awareness
- Ability to work independently and show initiative and creativity.



- Leveraging resources outside of team to solve problems and achieve results
- Knowledge of community integration principles and community dynamics.
- Ability to deal effectively with individuals, community members including business owners and community contacts.
- Knowledge of general office procedures.
- Ability to exercise sound judgment, decision making and problem solving.
- Ability to lead others.
- Demonstrated ability to type and utilize Microsoft word, Excel, HIFIS and office communication software.
- Ability to promote positive change and independence.
- Ability to work cooperatively as part of a multidisciplinary team.
- Must be able to operate a vehicle.
- Physical ability to perform duties.

RESPONSIBILITIES & KEY DUTIES

- Provides culturally safe services to diverse populations including Indigenous, Metis, Indo-Canadian, and other identified groups. Well also recognizing the importance of safe and appropriate services to those who identify with LGBTQ2S community
- 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.
- When needed, ability to perform housekeeping duties including but not limited to office spaces and staff washroom and other community spaces
- 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 blood born illnesses
- Knowledge of the dynamics of homelessness, specifically as related to the experience of mental health and substance misuse.
- Completes hourly rounds of the building and grounds to maintain safety and security of the housing site, addressing issues if found
- 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 supporting 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 on site at Genesis House
- Other duties as assigned by Manager of Sustainability and Affordable Housing and or Executive Director or Designate.



**Canadian Mental
Health Association**
Kamloops

By signing below, I agree that I have read and understand the Indigenous & Wellness Full-Time Support Worker description.

Employee name _____

Date _____

Employee signature _____