



**Canadian Mental
Health Association**
Kamloops

Canadian Mental Health Association
Kamloops Branch
651 Victoria Street
Kamloops BC V2C 2B3
Telephone: (250) 374-0440
Fax: (250) 374-8718
www.kamloops.cmha.bc.ca
kamloops@cmha.bc.ca

INTERNAL/EXTERNAL JOB POSTINGS – #2024-11

“Emerald Centre”

Shelter Support Team Lead

Our Vision

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. CMHA Kamloops creates awareness, provides education, and supports individuals and families living with mental health or substance use concerns. Our programs are community-based, they include supportive and independent living, homelessness services, and peer support. By working closely with other community agencies, we are working to bridge gaps in mental health care and facilitate access to critical services and resources.

Job Details

Position Type: 1 Full Time Position Unionized	Duration of Position: Ongoing, subject to funding	Hours: Rotating 4on/2off - 3:30pm to 12:00am
Location: 271 West Victoria Street, Kamloops, BC, V2C 1A5	Probation: 488 hours from start date	Salary & Benefits: \$29.32/hour Extended Medical and Dental Benefits, Municipal Pension Plan

The Role

Emerald Centre is a 42 bed, co-ed shelter for people experiencing homelessness. The **Shelter Support Team Lead** provides indirect supervision to the Shelter Support Staff and overall shelter including shift management, administration, training and direction. The team lead plays an integral role in referral, coordination and ensuring adherence to shelter policy and procedures. Indirect supervision of staff, ensuring maintenance and safety of the program.

Key Responsibilities

- Conducting intakes, meeting with clients and obtaining required individual information by methods such as referral forms and individual interviews, gathering background information,



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determining client suitability for the shelter program, informing clients of shelter policies and procedures and making referrals to other programs as required.

- Corresponding with other service providers to advocate and coordinate services, problem solve and ensure that the services provided on site are well understood.
- Delegating work, determining priorities and providing direction to Shelter Support Staff, Contractors, volunteers and/or direct staff, monitor attendance in consultation with supervisor, call in staff as required and in accordance with established procedures.
- Completes and maintains statistical reports and other administrative tasks as required by the program
- 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.

Key Skills and Experience Required

- Diploma in Human Services or related field
- One year recent, related work experience with emphasis on mental health, addictions, homelessness and/or social services
- First Aid with CPR and Food Safe required
- Mental Health First Aid preferred
- Class 5 Driver's License required

How to Apply

Please indicate your interest in this position by forwarding a letter of interest and an updated resume to hr.kamloops@cmha.bc.ca. **Please indicate the position you are applying for as the subject of the email.** Interviews will be conducted ongoing as applications are received. While we sincerely appreciate all applications, only those candidates selected for interview will be contacted.

Closing Date: January 28, 2024

CMHA Kamloops is an equity employer and encourages applications from women, persons with disabilities, members of visible minorities, Indigenous Peoples, people of all sexual orientations and genders, and others whom may contribute to the further diversification of the Association. Lived experiences of mental illness and or addictions is considered an asset. To avoid a conflict of interest, people who are currently accessing CMHA Kamloops services are not eligible to apply. A criminal record check free of convictions of violence and other crimes against the vulnerable will be required.

Thank you for your interest!