



**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](http://www.kamloops.cmha.bc.ca)  
[kamloops@cmha.bc.ca](mailto:kamloops@cmha.bc.ca)

## **JOB POSTING #2024-21**

**Rosethorn**

# **Client Engagement Specialist**

## **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**

<b>Position Type:</b> 1 Full Time Position Unionized	<b>Duration of Position:</b> Ongoing, subject to funding	<b>Hours:</b> 37.5 hours per week
<b>Location:</b> 259 Victoria St Kamloops, BC	<b>Probation:</b> 488 Hours from start date	<b>Salary &amp; Benefits:</b> \$30.62 Extended Health and Dental Benefits Municipal Pension Plan

## **The Role**

Rosethorn House features 42 permanent studio homes, each with a bathroom and kitchenette. Six of the units are designed for people with disabilities and provides basic needs and support to Kamloops' homeless, at risk of homelessness and street entrenched populations. Residents will have meal programs, life skills training, health and wellness support service and social employment opportunities. The Client Engagement Specialist is a harm reduction focused, multi-agency collaborative team that connects people experiencing or at risk homelessness and/or those with complex barriers such as mental or physical vulnerabilities, or socio-economic need, to programs and services that can help to address their needs. CES support all social issues – homelessness, poverty, depression, mental illness, bullying, addiction, PTSD, domestic violence, abuse, etc.

## **Key Responsibilities**

- The CES position is at the core of all resident activity at Rosethorn. It is the initial point of contact for all residents and prospective residents entering Rosethorn and will proactively engage residents to build rapport, provide support with basic needs, assess areas of need, provide information, and connect to resources both at Rosethorn and in the community.



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- Conduct initial case engagements with residents and work actively with residents to outline goals and support residents in moving toward those goals;
- Maintain and provide quarterly case records and prepare necessary statistical records on CES role;
- Conduct initial case engagements with residents and work actively with residents to outline goals and support residents in moving toward those goals;
- Advocate for residents' needs, making referrals to and collaborating with appropriate resources and community organizations;

### Key Skills and Experience Required

- Diploma in humanities or health care related discipline
- Two years of recent, related work experience with an emphasis on mental health, addictions, housing, homelessness and/or social services and/or training; or equivalent combination of education and experience
- First Aid with CPR C
- Mental Health First Aid
- Class 5 Driver's License and own vehicle

### 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](mailto: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!*