# EXTERNAL POSTING

(January 2018)

The Canadian Mental Health Association, Ottawa Branch (CMHA) is a private, non-profit charitable organization dedicated to promoting good mental health and improving the quality of life for individuals experiencing serious mental illness. The **Community Support Services** of CMHA provides outreach, long-term intensive support and housing to individuals with serious mental illness and substance abuse disorders who are homeless or at imminent risk of becoming homeless.

**CMHA is currently recruiting for possible future vacancies for the following positions**:

# COMMUNITY SUPPORT WORKER

# (Temporary AND Permanent)

**Type of Position:** Flexible hours required

**Hours of Work**: Full Time, 35 hours per week

**Pay Rate: $31.80 per hour to $36.44 per hour**

**ESSENTIAL MINIMUM QUALIFICATIONS:**

**Education:** University Bachelor degree in a related field of study.

**Experience and Knowledge**:

* Three years’ experience working with people who have a serious mental illness.
* Experience working with individuals who are homeless
* Experience working with individuals in the Criminal Justice system
* Experience working with individuals with a substance use disorder
* Knowledge of community resources in Ottawa
* Knowledge of pertinent legislation affecting clients
* Ability to advocate for individuals within the Mental Health, Criminal Justice and Social Service systems
* Experience in community education and community development (ability to represent CMHA concerning issues of mental health on outside committees)
* Ability to work with a wide variety of professionals
* Ability to assess the person’s needs and determine interventions and services required to respond to the unique needs and preferences of the client.

**DESIRED QUALIFICATIONS:**

**Personal Suitability:**

* Personal experience with mental health services and/or a mental illness or addiction would be considered an asset
* Interest in working as a member of a team
* Ability to work independently in a non-structured environment
* Able to work flexible hours
* Strong belief in a client-directed practice
* Ability to establish and maintain good working relationships with clients, team members and the community at large.
* Non-judgmental attitude toward individuals who choose alternative lifestyles.

**Language:**

* Bilingual essential (French/English) AND English essential.

**Vehicle:**

* Use of a vehicle is essential in meeting the demands of the job.

**Application Deadline:**

Please submit a résumé to **Lisa McCullough @** [**lmccullough@cmhaottawa.ca**](mailto:lmccullough@cmhaottawa.ca)

*The Canadian Mental Health Association is committed to developing inclusive, barrier-free selection processes and work environments. If contacted about this job posting, please advise us if you require any accommodations regarding the interview process.*

Applicants who receive a conditional offer of employment must produce a **Vulnerable Sector Police Records Check**, proof of academic achievement and meet all legal requirements for driving.

We thank all applicants for their interest, however, only those selected for an interview will be contacted.

Canadian Mental Health Association

Ottawa Branch

# COMMUNITY SUPPORT SERVICES

**JOB DESCRIPTION**

**JOB TITLE: COMMUNITY SUPPORT WORKER**

**ROLE:** To provide and coordinate individual client directed community support services to individuals with a serious mental illness who are homeless or at risk of becoming homeless.

**POINT OF REFERRAL:** Referrals are accepted from the Outreach services of CMHA.

**RESPONSIBLE TO:** Program Manager, Community Support Services

**KEY TASKS:**

1. **CONNECTING WITH CLIENTS:**

The Community Support Worker is expected to establish a supportive, trusting relationship with the client as the primary basis for all other services. The worker will:

* Allow sufficient time and flexibility to initiate a working relationship
* Orient clients to the service, the service delivery model, and agency affiliations
* With client consent, inform family members, significant others and service providers about the availability of and access to the Community Support Worker
* Provide services in the client’s environment of choice
* Provide services in a flexible manner
* Provide support, encouragement, information and feedback to enable clients to realize their goals.

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Community Support Worker

1. **PLANNING AND COORDINATING SERVICES:**

The Community Support Worker is expected to develop a “Community Support Plan” with the client that will outline the supports and services necessary for the individual to live in the community. The worker will:

* Undertake, on both an immediate and ongoing basis, comprehensive individualized assessments and service planning that take into account the range of client needs and assist clients in identifying and establishing personal goals
* With the client’s consent, include participating from members of the client’s network in assessment and planning
* Inform clients about the range of services available to meet their needs.

1. **DELIVERY OF SERVICES:**

The Community Support Worker will be expected to ensure that the support service needs of the client have been met. These needs will be met by teaching the individual the necessary skills, by coaching/assisting the individual in completing the task, by actually doing the task for the individual, and/or negotiating with other service providers to deliver the service. The worker will ensure that:

* Rent and other bills are paid
* The client has access to regular meals (through meal preparation and grocery shopping or options such as soup kitchens and day programs)
* Household cleaning is adequate (eliminate/prohibit conditions where insect infestation will be a problem or fire code regulations are violated, purchase and assist in the use of cleaning products)
* The client possesses proper/seasonal clothing (through shopping or thrift stores)
* Accompaniment and/or transportation to appointments is provided when required
* The client is able to attain a comfortable level of personal hygiene
* The client is able to use public transportation if needed
* Assistance is provided with filling out forms and/or responding to “official” correspondence (landlord, social services, medical services)
* Counseling and information is provided to reduce the incidence, duration and intensity of a crisis

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Community Support Worker

* Assistance is given in problem solving, decision making and developing coping skills
* Links are made to community supports that will reduce isolation (drop-ins, day programs)
* Ongoing emotional support is provided
* Isolation and loneliness are reduced through “friendly visiting”.

1. **LINKING CLIENTS TO SERVICE:**

The Community Support Worker is expected to develop and maintain a working relationship with community support services in order to achieve clients’ goals. This will include networking with a range of “systems” both formal and informal (family, friends and neighbours) as needed. The worker will:

* Help individuals to locate and obtain resources to meet their housing, medical, mental health, dental, financial assistance, education, vocational and legal needs
* Coordinate case conferences of professionals from various disciplines and family/significant others.

1. **ADVOCACY:**

The Community Support Worker is expected to be knowledgeable about the rights of individuals and the rules affecting them (i.e. Tenant Protection Act, Financial Assistance benefits, Mental Health Act). This includes supporting individuals through the process of dealing with formal systems such as mental health, legal, medical and welfare. The worker will:

* Assist clients in identifying and advocating for their civil and legal rights
* Identify gaps and needed modification in services and bring these to the attention of planners.

1. **SAFETY AND PRACTICE GUIDELINES:**

The Community Support Worker will deliver services in a way that maintains their personal safety and the clients’ physical, social, cultural and emotional well- being. This includes staff developing the appropriate skills and knowledge through ongoing training. The service will comply with specific legislation, standards of practice and the policies and procedures of the agency. The worker will:

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Community Support Worker

* Maintain client files (assessments, service plans, progress notes, correspondence)
* Collect data relevant for program evaluation.

1. **WORK EFFECTIVELY AS PART OF A TEAM:**

The Community Support Worker will participate and contribute towards the effective working of the team and overall operation of the agency. The worker will:

* Participate in regular staff supervision, client reviews, team meetings, information and referral assignments, planning activities and/or other activities or special assignments as directed by the Program Manager/Executive Director
* Team members will accept joint responsibility for decisions reached by these processes.