



Canadian Mental  
Health Association  
Ottawa  
*Mental health for all*

Association canadienne  
pour la santé mentale  
Ottawa  
*La santé mentale pour tous*

## EXTERNAL POSTING

(June 2023)

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 currently has a vacancy for the following position:**

### **HOUSING OUTREACH WORKER (REPOSTED) HBCM, Youth Bilingual**

**Type of Position:** Permanent Full-Time  
**Hours of Work:** 35 hours per week, Monday to Friday, 8:30am - 4:30pm  
**Pay Rate:** \$37.84 - \$39.57 (BSW) OR  
\$40.23 - \$42.07 (MSW)

#### **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.
- Ability to work in a manner that ensures both worker and client safety.
- Ability to respond appropriately to crisis situations, including suicide interventions.

## **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 (French/English) essential.

### **Vehicle:**

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

### **Application Deadline:**

Please submit an application and résumé to **Recruitment at [recruitment@cmhaottawa.ca](mailto:recruitment@cmhaottawa.ca)**.

*The Canadian Mental Health Association is committed to developing inclusive, barrier-free selection processes and work environments. If contacted regarding this job posting, please advise us if there are any accommodation measures you may require.*

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:**           **OUTREACH WORKER**

**ROLE:**           To address the housing and support needs of homeless or marginally housed individuals with a serious mental illness

**POINT OF REFERRAL:** Emergency shelters, individuals living in the community at high risk of becoming homeless.

**RESPONSIBLE TO:** Program Manager, Mental Health Community Support Services.

**KEY TASKS:**

**1. ASSIST INDIVIDUALS TO ACCESS AND MAINTAIN THE COMMUNITY HOUSING OF THEIR CHOICE:**

Addressing the housing and support service needs of individuals includes the following activities:

- Assistance in identifying housing and support needs based upon the wants and needs of the individual.
- Informal counseling in order to establish a supportive relationship and better assess housing and related support needs.
- Assistance with application to housing programs.
- Assistance and liaison with other services needed to secure housing such as financial assistance (GWA/FBA), Supplementary Aid, medical services, legal aid and acting as a supportive escort to service.
- Arranging for support services such as home support, case management, and daily living support, assistance with moving, food banks/meals, and day/drop A in programs required by the individuals to maintain housing.
- Brokering the identified "formal" service needs between the various systems involved with the individual (i.e. mental health system and the legal system).
- Fostering "informal support" to meet identified needs.
- Landlord/Tenant negotiations.

- Availability for follow-up until ongoing support service can be arranged so that housing is maintained and the individual does not return to the emergency shelter system.

## **2. NETWORKING:**

The Outreach Worker is expected to be knowledgeable about and to maintain a working relationship with relevant community and hospital services.

The Outreach Worker is expected to network with other "systems" both formal and informal (family, friends, neighbours) as needed.

## **3. REFERRAL SERVICES:**

The Outreach Worker is expected to help individuals to locate and obtain the resources that will assist them in accessing and maintaining the community housing of their choice.

## **4. GENERAL ADVOCACY:**

The Outreach Worker is expected to be knowledgeable about the rights of individuals and the rules affecting them – Landlord and Tenant Act, financial assistance benefits, the Mental Health Act, the Advocacy Act., etc. This includes supporting individuals through the process of dealing with formal systems such as mental health, legal, medical welfare, etc.

## **5. SAFETY:**

The Outreach 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 and standards of practice and relevant policies.

**6. WORK EFFECTIVELY AS A TEAM:**

The Outreach Worker will participate and contribute towards the effective working of the team and service. Workers will maintain regular participation in team meetings, planning groups and regular staff supervision. Team members will accept joint responsibility for decisions reached by these processes.