



**CANADIAN MENTAL HEALTH ASSOCIATION
 SIMCOE COUNTY BRANCH
 INTERNAL/EXTERNAL JOB POSTING**

POSTING # 24-37 IE	POSTING DATE: Oct 16/2024	CLOSING DATE: Oct 23/2024
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CLASSIFICATION:
Community Support Worker, Level 1 – Housing Support Services (HSS) – 1 Full-Time, Temporary (14 months) & 1 Full-Time, Temporary (16 months) – Barrie, ON
 The Canadian Mental Health Association, Simcoe County Branch seeks **two (2)** Community Support Workers, who, in accordance with the agency’s policies, standards, and guidelines, are responsible for providing housing support and case management within a community-based setting, utilizing a harm reduction approach. They will be responsible for assisting individuals to search and secure maintainable housing; and collaborating with clients to help them achieve their goals and navigate social systems. Regional travel required.

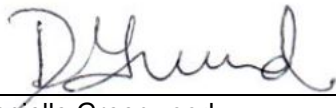
- REQUIRED QUALIFICATIONS:**
- Minimum five (5) years education and experience in the human services field.
 - Must be/have one of the following:
 - Human Service Worker
 - Social Service Worker
 - Addictions Diploma or,
 - A University degree in a human-services related field, preferably Social Work.
 - Experience or knowledge in housing and community supports.
 - Experience in mental health and/or addictions (community-based setting preferred).
 - Must have access to a vehicle, a valid Ontario driver’s license, and adequate automobile insurance.
 - Fluency in French or another second language would be an asset.
 - Legally entitled to work in Canada.

REQUIRED SKILLS AND KNOWLEDGE:
 As per job description.

SALARY SCALE: CSW Level 1: \$49,413 - \$55,146 per annum* *pro-rated based on hours worked	HOURS OF WORK: <ul style="list-style-type: none"> • Thirty-five (35) hours per week. • Able to work within a flexible framework to respond to client needs.
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SUBMIT COVER LETTER AND RESUME TO:
 Human Resources
hr@cmhastartalking.ca
Please submit in a single document

APPROVED BY:



 Danielle Greenwood
 Manager, Human Resources

October 16, 2024

 Date

CMHA Simcoe County Branch is an equal opportunity employer committed to fostering a healthy and positive work environment. In accordance with the Accessibility for Ontarians with Disabilities Act, 2005 and the Ontario Human Rights Code, 1990 CMHA Simcoe County Branch will provide accommodations throughout the recruitment and selection process to applicants with disabilities. CMHA Simcoe County Branch supports the recovery of people with mental illness and promotes diversity in the workplace. We welcome all applicants including persons with lived experience, women, Indigenous people, people with disabilities, and members of the 2SLGBTQ+, visible minority and immigrant communities to apply. If selected to participate in the recruitment and selection process, please inform Human Resources of the nature of any accommodation(s) that you may require in respect of any materials or processes used to ensure your equal participation.



JOB TITLE:	Community Support Worker (Level 1), Homeless Initiative (HI) – Housing and Support Services (HSS)
REPORTS TO:	Manager, HSS
JOB SUMMARY:	The Community Support Worker, in accordance with the agency’s policies, standards, and guidelines, is responsible for providing housing support and case management within a community-based setting, utilizing a harm reduction approach. They will be responsible for assisting individuals to search and secure maintainable housing; and collaborating with clients to help them achieve their goals and navigate social systems. Regional travel required.
REVISED:	April 2024
REVISED BY:	Manager, HSS; Director, Service Operations; HR Generalist; CEO
<i>CMHA reserves the right the change job descriptions as the needs of the agency change.</i>	

CORE COMPETENCIES

- Work together in relationship to learn and grow
- Encourage understanding
- Listen with an open mind
- Laugh and enjoy humour compassionately throughout the day
- Notice the dignity and value of ourselves and others
- Engage others with compassion
- Share our stories and our hearts
- Strive to honour and respect ourselves and others
- Embrace a philosophy of harm reduction

DUTIES, RESPONSIBILITIES, AND RELATED TASKS:

1. Organizational

- Assist in the planning, implementation, and evaluation of housing and support programs and services.
- Have a strong commitment to quality improvement (QI) and support the continuous improvement of client and family services and supports on team, organizational, and system levels.
- Comply with agency policies, standards, guidelines, and procedures.
- Participate effectively in staff and other designated meetings.
- Work in cooperation with management and other staff members in the provision of efficient and coordinated services.

2. Program and Services

- Assist in participant/client selection for housing and support services including conducting SPDATs (Service Prioritization and Decision Assistance tool).
- Complete frequent assessments to identify and confirm client needs/abilities through information obtained from the client, his/her natural supports, and the referral source.
- Advocate for the participant/ client in situations related to housing, treatment, programs, services, supports and more.
- Provide clients assistance in obtaining and maintaining housing.
 - This may include: assisting in the navigation of searching for housing, tenant rights and responsibilities, collaboration with landlords and community partners, and ensuring the participant/client is adjusted to their living situation, while continuing to provide check-ins as often as needed.
- Provide direct service to participants/clients (individually and in groups) as per agency guidelines, policies, and procedures.
 - This may include: skills teaching on activities and behaviours of daily living, encouragement, supportive counselling, and providing feedback, all of which are provided in order to enable participants to reach their goals.
- Provide all services mentioned above in satellite offices, as assigned by supervisor.
 - Maintenance of equipment, reception, telephones, etc. are some requirements of working in satellite offices.
- Liaise with referring agencies, community partners, landlords and owners.
- Responsible for transporting clients in the community and, on occasion, outside of the geographical area.

3. Monitoring and Evaluation

- Evaluate the achievement of goals from the perspective of both the participant/client and case manager, as well as client satisfaction with service and achievements.



- Maintain records as per agency standards and Diversity, Equity and Inclusion (DEI) practices.
- Report in writing: all accidents, injuries, and occurrences.
- Collect data, including: participant/client's demographics, service statistics, and goal achievement, as well as other systems that may be developed.
- Maintain appropriate records as directed by the Housing Specialist, regarding the participant/client housing status
- Provide reports as required or requested.
- Manage program related funds as per directives.

4. Performance Targets

- Responsible for achieving or exceeding performance targets as outlined by the program and organization.

5. Community Relations

- Maintain positive relationships with landlords, networks, professional organizations, and other related service providers.
- Represent the agency mandate, mission, values, and philosophy of the agency in the community, including networks or meetings as requested.
- Assist in the training and mentoring of students, new staff, and/or volunteers.

6. Professional Development

- Set annual performance and professional development goals (individual and team) in collaboration with supervisor.
- Participate in regular meetings with supervisor.
- Attend relevant conferences, workshops, and other in-service events as approved.

7. Other

- Provide staff back-up for any agency programs as required.
- Account for any program-related funds for which responsibility is assigned.
- Other duties as assigned by the supervisor.

KNOWLEDGE, SKILL AND BEHAVIOURAL COMPETENCIES REQUIRED:

- Ensure activities meet with (and integrate with) organizational requirements for quality management, health and safety, values, and mission, together with embracing our harm reduction philosophy.
- Utilize a client-centered approach so as to develop trusting relationships with clients.
- Understand provincial/local legislation as well as government policies, procedures, and practices pertaining to services provided by the agency.
- Be competent in the provision of services offered by CMHA.
- Empathetic to those suffering the effects of mental illness and/or substance misuse.
- Knowledge and practice of harm reduction, client-centered recovery philosophy, and community service delivery.
- Knowledge of community resources connected to the provision of mental health and addiction services.
- Knowledge of the Residential Tenancies Act is considered an asset
- Ability to liaison with landlords for advocacy and empowerment for client needs
- Able to influence stakeholders through diplomacy as well as negotiation skills in client/system advocacy.
- Demonstrated good interpersonal and networking skills.
- Knowledge of assessment, planning, and skill teaching strategies.
- Able to anticipate crises and to apply appropriate non-violent crisis intervention skills to de-escalate the situation.
- Able to multi-task and work with a sense of urgency when required.
- Knowledge of mental illness and medications, as well as the ability to assist clients with symptom management.
- Knowledge of addictions, best practices, and ability to actively engage in the agency's Exchange program.
- Willingness to use harm reduction approaches on a daily basis in client care.
- Excellent verbal and written communication skills.

WORKPLACE REQUIREMENTS:

Hours of Work

- Thirty-five (35) hours per week.
- Able to work within a flexible framework to respond to client needs.



Qualifications

- Minimum five (5) years education and experience in the human services field.
- Must be/have one of the following:
 - Human Service Worker
 - Social Service Worker
 - Addictions Diploma or,
 - A University degree in a human-services related field, preferably Social Work.
- Experience or knowledge in housing and community supports.
- Experience in mental health and/or addictions (community-based setting preferred).
- Must have access to a vehicle, a valid Ontario driver's license, and adequate automobile insurance.
- Fluency in French or another second language would be an asset.
- Legally entitled to work in Canada.

Health and Safety

- Abide by the policies and procedures outlined by the organization.

MANDATORY TRAINING REQUIREMENTS:

- Workplace Hazardous Materials Information System (WHMIS)
- Worker Health & Safety Awareness
- Staff Orientation
- Automated External Defibrillator (AED) Training (First Aid, CPR)
- Non-Violent Crisis Intervention Training (NVCI)
- Applied Suicide Intervention Skills Training (ASIST)
- Diversity, Equity, and Inclusion (DEI) Training
- Harm Reduction