

**CANADIAN MENTAL HEALTH ASSOCIATION
SAULT STE. MARIE BRANCH**

JOB DESCRIPTION

Title:	Housing Support Worker - RPN
Reports to:	Director of Community Support Services
Date:	January 2015
Approved by:	Executive Director

JOB SUMMARY

CMHA is seeking highly motivated individuals to work Using the principles of client-centered care within the context of an interdisciplinary team approach the RPN will provide nursing care to residents and clients within a new 24 hour supported, permanent housing program, geared to meeting the needs of individuals with mental illness and addictions issues. Staff will work both independently and within a team environment and be a resource to community mental health and addiction programs.

Staff model self care, healthy living, competence, self worth, flexibility, accommodation, and values of trust and hope. They have insight and awareness into their own strengths and limitations and an ability to reach out to others both within and outside the supported housing environment. The principles of psychosocial rehabilitation are followed.

RESPONSIBILITIES AND DUTIES

1. Service Engagement

- Participates with community partners on the intake process
- Provides orientation outlining the purpose, boundaries, limitations, risks and expectations of residents
- Establishes treatment goals and action plans using identified resources (i.e. OCAN, Recovery Planning, Crisis Planning, etc.)
- Actively listens to residents concerns, empathizes with their position and helps with a deeper understanding of their situation and self
- Values lived experience
- Conveys a vibrant energy that enables both staff and residents to work well together
- Challenges any inconsistencies in what residents may say or do
- Collaborates with community partners
- Facilitates and implements client meetings, scheduled groups, special events and activities
- Identifies and promotes resolution, and management of all situations concerning residents, staff, and property
- Provides crisis support and/or referral as required

2. Nursing Assessments

- Conducts physical and psychiatric assessments and makes appropriate referrals to community physicians and resources
- Assesses medication effectiveness, complications, and side effects
- Arranges and follow-ups with required lab work
- Provides symptom education to enable residents and clients to identify their mental illness symptoms

3. Assessment

- Conducts assessments on an as needed basis by utilizing a comprehensive assessment process
- Gathers information and reports as needed to ensure comprehensive service delivery
- Conducts assessments for risk, including suicide risk and takes the needed steps to ensure safety of residents and community
- Assesses social and environmental factors impacting the residents

4. Service Delivery (*RPN's have both specific and generalist roles and responsibilities in each of the following areas*):

• **Education**

- Assists and coaches residents/clients in the learning and management/achievement of activities of daily living such as personal hygiene, socialization, etc. which may be accomplished in groups or side-by-side in the residents apartment.
- Supports residents/clients with medication education as needed
- Provides health teaching about mental illness and symptom management
- Provides nutrition education and apply to meal planning and preparation activities (i.e. Diabetes, Eating Disorders, Allergies, etc.)

• **Client Care**

- Assures quality of care by adhering to therapeutic standards; measuring health outcomes against client care goals and standards; making or recommending necessary adjustments; following hospital and care providers' philosophies and standards of care set out by the college of Nurses standards and other governing agency regulations.
- Protects residents, clients and employees by adhering to infection-control policies and protocols
- Supports residents, clients and staff with medication management ensuring safety by following all medication policies and procedures
- Collaborates with community agencies and physicians to maintain coordination in the treatment process
- Maintains nursing supplies inventory by checking stock to determine inventory level; anticipating needs supplies; placing and expediting orders for supplies; verifying receipt of supplies; using equipment and supplies as needed to accomplish job results

- ***Health Promotion***
 - Assists residents/clients in making informed choices about health measures such as medications, immunization, birth control, disease management, etc.
 - Provides health teaching by giving feedback, explanations and rationale for diagnostic tests, procedures and treatments
 - Assists residents/clients in taking responsibility for and managing their health needs according to resources and personal skills available
 - Identifies and seeks to address the root causes of illness and disease
 - Assists clients in making healthy choices

- ***Documentation***
 - Documents resident/client progress, using Agency approved software, to maintain a permanent record of resident/client activity when having direct or in-direct consultation or interaction
 - Evaluates and charts medication compliance, effectiveness, complications and side effects on residents/clients
 - Completes monthly medication audits
 - Acts as liaison between physicians and pharmacists as needed to coordinate changes in medications
 - Other duties as required

- ***Case Management***
 - Promotes the development of residents' aspirations regarding community participation, employment, education, housing and social improvements. Staff and residents together formulate plans for progressing towards these goals.
 - Responds to needs and concerns of residents with practical guidance and advice geared toward realizing aspirations and cooperation with others
 - Helps residents to explore their options and make decisions that support their goals and recovery
 - Assists residents to develop and incorporate a recovery plan to promote personal competence and growth. Regularly review plans with residents

- ***Social Recreation***
 - Participates in and facilitate social recreation activities
 - Participates in weekend, holiday and evening social activities
 - Engages residents in identifying, developing, planning and hosting social recreational opportunities both within the housing complex and the local community

5. Community Relations/Advocacy

- Engages in professional activities that promote the Vision, Mission and Values of the organization
- Provides educational presentations regarding programs, agency, and mental health issues
- Challenges stigma and discrimination
- Identifies gaps in service, trends and changes in residents needs that are not being met in the system
- Regularly solicits feedback from relevant community support services and the resident regarding their mental health and progress towards his/her goals
- Positively represents the agency in inter-agency initiatives in consultation with the

6. Organizational Responsibility

- Takes part in regular supervision with the Director of Community Supports and Services and engages in clinical supervision with the Director of Clinical Services
- Participates in peer consultation and peer de-briefing
- Keeps the supervisor and/or Executive Director informed of activities, progress, problems and roadblocks that might interfere with the delivery of service
- Participates in regular team and all agency meetings
- Participates in clinical conferences, seminars, literature reviews to ensure professional development and attainment of staff development goals
- Ensures accurate and timely documentation as established by agency standards, expectations and policies
- Adheres to personnel policies and Social Work Code of Ethics
- Follows the principals of psychosocial rehabilitation services
- Assists in the planning, implementation and evaluation of the programs and services
- Participates in strategic planning
- Assists in the undertaking of research projects and program evaluation
- Contributes to the overall health, safety and morale in the workplace
- Participates in supervision of students as assigned
- Participates and contributes to an environment (workplace and systemic) that embraces change
- Represents CMHA in a positive and professional way with residents, family members and staff of other agencies and organizations
- Keeps abreast of developments in theory and research
- Collects and accounts for any fees/monies collected from clients/residents as applicable

JOB QUALIFICATIONS

Education

((RPN) Current certificate of competence with the College of Nurses of Ontario

Experience

Minimum of three years experience in the fields of mental health and addictions with an emphasis in community based services. Experience in working within a team based approach.

Knowledge, Skills and Abilities:

- Ability to work in partnership with clients/members
- Extensive knowledge and understanding of the mental health and addictions services
- Ability to apply Recovery principles and empowerment-orientated philosophies and practices in work with clients/members
- Demonstrated ability to observe boundaries, engage in appropriate emotional regulation, refrain from dual relationship with residents/clients
- Demonstrates diplomacy and negotiation skills in client/member and system advocacy
- Ability to make sound clinical judgments and to effectively communicate that to others
- Ability to work effectively within a team environment
- Excellent organizational and time management skills
- Excellent interpersonal skills to develop and maintain sound relationships within and outside CMHA
- Excellent written and verbal communication skills
- Ability and flexibility to work independently on a range of tasks within specified time frames and deadlines
- Excellent computer skills and competency in software application used by the agency.
- Engage in reasonable self-care strategies that incorporate balancing work/life responsibilities
- Excellent problem-solving and decision making skills
- First Aid and CPR
- Ability to provide effective client/member services in English and French
- Valid driver's license and vehicle is required.
- Proof of Police Vulnerable Sector Check (PVSC)

DISCLAIMER: Because of the changing nature of work and the work to be done, job qualifications and job descriptions may be altered from time-to-time.