

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

JOB DESCRIPTION

Title:	Housing Support Worker
Reports to:	Director of Community Support Services
Date:	May 2016
Approved by:	Executive Director

JOB SUMMARY

The Housing Support Worker will work 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.

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 in 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
- Leads meal planning, preparation and other food related activities

2. 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 the safety of residents and community
- Assesses social and environmental factors impacting the residents

3. Service Delivery (*Housing Workers have a generalist role and responsibilities in each of the following areas*):

- **Education**
 - Assists and coaches residents in the learning and management/achievement of activities of daily living such as personal hygiene, chores, budgeting, socialization, etc. which may be accomplished in groups or side-by-side in the residents apartment.
 - Supports residents 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.)
 - Provides education and the experience of grocery shopping and the organizational and budgeting elements related with this task
- **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
 - Maintain a safe living environment for residents by conducting regular resident room inspections, following the fire plan, addressing any health and safety concerns, etc.
- **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
- **Night Shift (*This is an awake position*)**
 - Follows-up with assisting or facilitating daily and weekly household responsibilities not completed by staff/residents during the day
 - Completes infection control responsibilities daily and upon move-out
 - Prepares meals and/or meal prep activities for the following day
 - Addresses and solves any nightly issues
 - Photocopies all documents, forms etc., which require replenishment; clean office; clean common room, clean kitchen

- ***Out-reach- (homelessness initiative)***
 - Street-community and housing outreach
 - Landlord mediation/assistance
 - Discharge planning from institutions
 - Information and referrals
 - Family support Services
 - Coordination and integration with other services and organizations
 - Utilize the Individuals and Families Information Systems (HIFIS)
 - Participate in weekly coordination meetings
 - Ongoing coordination with the appropriate DSSMSSAB Agent staff, landlords, agencies and organizations as needed
 - Work with the Homelessness Prevention Team to provide: life skills coaching to help clients develop a plan and work toward achieving their goals including stabilized mental health and addiction issues and improved housing outcomes: stabilizing tenancies; Reducing the number of calls to housing providers, landlords, hotel owner regarding tenants/clients disruptive behavior as a result of mental health/addiction issues; and assess clients and existing tenants referred by the Homelessness Prevention Team for Case management services and determine the frequency of contact and/or level of intervention

4. 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 Director of Community Support Services and/or the Executive Director

5. 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

Housing Worker

- 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 residents/clients as applicable

JOB QUALIFICATIONS

Education

Bachelor's Degree in a human services field preferred. Current registration with OCSWSSW or a regulated body under the Regulated Health Professions Act preferred.

Experience

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

Knowledge, Skills and Abilities:

- Ability to work in partnership with residents/clients
- 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 residents/clients
- Demonstrated ability to observe boundaries, engage in appropriate emotional regulation, refrain from dual relationship with residents/clients
- Demonstrates diplomacy and negotiation skills with residents/clients 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)

Additional Requirements

- Ability to recognize and diffuse potential conflict situations
- Knowledge of safe food handling procedures
- Knowledge of WHMIS, fire, health and safety procedures

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.