



**Canadian Mental
Health Association**
Sudbury/Manitoulin

**Association canadienne
pour la santé mentale**
Sudbury/Manitoulin

EMPLOYMENT PACKAGE:

The following employment package contains information to apply for the **Transitional Community Support Worker - Full Time**.

The package contains (for your information):

1. **Job Posting**
2. **Job Description “Transitional Community Support Worker”**
3. **Scenario Questions**
4. **Employment Application**
5. **Job Applicant Screening Form**

Requirements for submission:

1. **Applicant’s Resume & Cover Letter**
2. **Completion of Application Form**
3. **Completion of Scenario Questions (4)**
4. **Completion of Job Applicant Screening Form**



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POSTING: Transitional Community Support Worker

Full – Time: 35 Hours per week (includes weekday/weekend/evenings)

RESPONSIBILITY:

Reporting to the Rent Supplement Coordinator:

1. Providing assistance and support to individuals in activities of daily living.
2. Assisting all individuals with services identified in their care plan and ensuring it is delivered in a safe, timely and effective manner.

QUALIFICATIONS:

The position requires education in Pass Degree/ Diploma or Canadian equivalent in health or related discipline. Registration with professional body is required. Minimum one year experience working in the mental health field with both adult consumers of mental health and families. Must have a reliable vehicle. **Bilingualism is an asset for this positions.**

SALARY:

Bachelor \$41,534 Annually
Diploma \$37,462 Annually

LOCATION:

Canadian Mental Health Association, 111 Elm Street, suite 100, Sudbury, ON

TO APPLY:

Please complete the employment package available online at <http://sm.cmha.ca/get-involved/employment/> and submit to the attention of Human Resources:

By email: recruiting@dibrinasure.com

By Mail: DiBrina Sure Human Resources

62 Froad Road, Suite 302, Sudbury, Ontario, P3C 4Z3

By Fax: 705-688-9060

DEADLINE:

The deadline for accepting applications is Wednesday, July 26, 2017 by noon

INTERVIEW DATE: To be determined

Personal information submitted will be used for the purpose of determining suitability for these openings only. All applicants are thanked for their interest; however, only those selected for an interview will be contacted. CMHA follows the AODA legislation and support persons with disabilities with accommodations. Please notify us if you have any accessibility requirements. Canadian Mental Health Association is an equal opportunity employer.



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TRANSITIONAL COMMUNITY SUPPORT WORKER

INCUMBENT: TBD

PROGRAM: Housing

DATE APPROVED/REVISED: May 2017

REPORTS TO: Rent Supplement Coordinator

APPROVED BY: Board of Directors

HOURS: Full-Time /Part-Time

POSITION SUMMARY:

Under the direction of the Rent Supplement Coordinator, provides short/medium term support and housing stabilization through linking individuals to community resources . Supports individuals with assistance to enhance daily living skills, maintain their wellness and living environments, to reduce crisis,hospitalizations, and homelessness.

ESSENTIAL JOB RESPONSIBILITIES:

1. Provides support to individuals to assist in their recovery and rehabilitation

- Provide assistance and support with the individual in their activities of daily living.
- Building rapport with all individuals for support services identified in their goal focused Care Plans and ensuring it is delivered in a safe, timely and effective manner.
- Assisting individuals in determining priorities and developing a plan on how these priorities will be carried out.
- Development of Personal Support Plans to identify wellness strategies
- Advocacy with individuals
- Co-ordinating involvement of other agency staff and outside resources, working towards the best interests of the individual and opportunities to connect as a member of the community
- Ensuring iindividuals support addresses outcomes or goals as derived from the individual's support plan.
- Assessing readiness for change and identifying areas in need of development in the living, learning, working and social environments as appropriate
- Planning for rehabilitation interventions by reviewing readiness assessment results and determining case management referral
- Planning for continuance of learned skills through discharge planning
- Ensuring that all individuals terminations are planned to support their ability to transition.

2. Develops and maintains effective individual/ staff relations

- Maintain awareness of individual progress by documenting and reviewing related documentation requirements.
- Recognize and respect individuals that are accepting service self-direction.
- Oversee the scheduling and organization of staff team meetings, community support planning meetings and team conferences.
- Regularly advise Rent Supplement Coordinator on individuals updates and program operations.



3. Develop educational programs relevant to identified needs

- Organize and conduct direct skill teaching with individuals.
- Evaluate and record the effectiveness of activities through documentation, individual update meetings and on-going individual support.

4. Routinely monitor client's health

- Document and report any health related concerns identified by the individual and or their supports.
- Respond immediately to any urgent health issues.
- Ensuring incident reporting and documentation are completed.

5. Assist in meeting the objectives of the care/ strategic plans

- Provide support to individuals in achieving their goals, particularly in the areas of basic life skills, social interactions, wellness strategies, medication education, monitoring progress and providing support when problems or crisis arise.
- Participate in the evaluation of program goals and objectives, housing outcomes, make recommendations on changes to current program activities for improved service delivery.

6. Assists in screening process of transitional support applicants

- Participate in the application process for individuals to determine eligibility
- Liasing, mediating and problem solving issues with individuals and landlords in consultation with the Rent Supplement Coordinator

7. Ensure all file management and reporting functions are maintained in a comprehensive and timely manner

- Ensure individual contacts are recorded appropriately and in a timely manner utilizing the Agency's database program.
- Ensure daily activity summaries are completed.
- Ensure Housing Outcomes for the program are collected and recorded
- Ensure that monthly, annual, and other required reporting documentation are completed.

8. Maintain up-to-date knowledge of the Mental Health Act, Residential Tenancies Act - 2006 and related legislation, the structure and personnel of local community support agencies, government departments, institutions and other groups relevant to the tenants needs, population, and trends and developments in the community that could affect the provision of mental health services.

9. Represent program and agency in a professional manner through embracing and fostering the CMHA culture, respectful communication and ethical decision making.

10. Provides support to volunteers and students and other staff assigned to the program area.

11. Substitutes for and assists other agency staff where skills are applicable

- Provide additional support to staff as required.

12. Avails self of opportunities for professional development



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TRANSITIONAL COMMUNITY SUPPORT WORKER

- Bring forward training needs and take responsibility for seeking out relevant training opportunities.
- Foster the problem solving approach in daily activities with individuals, family members and community supports.
- Participate in workshops and seminars as required.
- Attend and participate in Agency and program meetings as required.

13. Works within the Policies and Procedures of the CMHA Sudbury Branch.

ESSENTIAL RESPONSIBILITIES AND DUTIES:

- Carrying out all duties of the Transitional Community Support Worker position in a moral and ethical manner.
- Being present at the scheduled time of the day ready for the performance of duties.
- Being ready emotionally and physically to perform duties.

JOB SPECIFICATIONS/ QUALIFICATIONS:

- **Qualifications**
 - Completion of a diploma or degree in a human services area.
 - Minimum one year experience working with adults with lived mental health experience
 - Must be a member in good standing to Regulated Body' or have current designation in related field
 - Proficiency in both official languages is essential for 50% of these positions.
- **Knowledge**
 - Knowledge of Mental Health legislation, Occupational Act: Health & Safety, Ontario Human Rights Code, Residential Tenancies Act
 - Understanding of Mental Health Policy
 - Understanding of Privacy legislation and Bill 168
 - Knowledgeable of community agencies and resources



JOB SPECIFIC COMPETENCIES

The following competencies are required for this position:

Teamwork and Collaboration	Expresses positive expectations of others in terms of their abilities, expected contributions and responsibilities. Speaks of team members in positive terms. Is looked to by team members as a valuable source of information.
Coping	Able to maintain a mature problem-solving attitude while dealing with interpersonal conflict, hazardous conditions, personal rejection, hostility or time demands.
Assertiveness	Able to maturely express one's feelings and opinions in spite of disagreement: accurately communicate to others regardless of their status or position.
Perceptivity	Able to interpret verbal and non-verbal behaviour; to develop accurate perception and understanding of others feelings, need, values and opinion; to be sensitive to and aware of personality differences and conflicts.
Interaction	Able to communicate with others in a warm and helpful manner while simultaneously building credibility and rapport.

NOTE: This job description is not intended to be all-inclusive. Employee may perform other related duties as assigned to meet the ongoing needs of the organization