



**Canadian Mental  
Health Association**  
North and West Vancouver  
*Mental health for all*

**North and West Vancouver Branch**  
300-1835 Lonsdale Avenue  
North Vancouver, British Columbia V7M 2J8  
Phone: 604.987.6959 Fax: 604.980.0336

## **Residential Mental Health Worker**

### **CMHA NORTH AND WEST VANCOUVER**

#### **Casual**

Location: As needed at Arborlynn, Lillian or Harold House  
4 days a week 7am to 3pm  
CMHA NORTH AND WEST VANCOUVER

**Our vision:** Mentally healthy people in a healthy society

Residential Mental Health Workers support and mentor residents living with multiple, chronic health challenges. This involves assisting residents with activities of daily living and coaching in a manner that will maintain and respect the spirit, dignity, inclusivity, and individuality of others while building a professional rapport. Primary consideration is given to providing a safe, accessible, and inclusive working and living environment for both residential program participants and CMHA employees. The ideal candidate understands psychosocial rehabilitation.

#### **Key Duties and Responsibilities**

- Ability to work and fulfill the duties of any of the three mental health license houses as needed.
- Ensure all residents are accounted for, safety checks upon arrival and departure.
- Perform safety checks throughout the shift if needed.
- Follow protocols for missing residents.
- Set up breakfast and put out coffee before shift ends.
- Report any activity during the shift in progress notes and communication log.
- Respond to the needs of residents during the shift.
- Follow protocol if a resident is under the influence of drugs or alcohol.
- Put out garbage, recycling, and compost at the curb once per week.
- Respond to an emergency or crisis.
- Check-in and out with other houses.
- Assisting residents to achieve their goals in their care plans to maintain recovery from mental health and addiction issues and to build their self-esteem.
- Coordinate the delivery of, check for accuracy of and administer medications and treatments in accordance with the CMHA Policy and Procedures.
- Liaise with Community Psychiatric Services or other related mental health, addiction or other government or community supports, as needed.
- Review residential house meetings minutes.
- Adhere to CMHA Health and Safety policies and any other related Health and Safety and Labor Standards, such as the Human Rights Code.
- Perform any other duties as assigned.

#### **Abilities and Values**

- Establish and maintain rapport with residents.



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- Interact socially with residents.
- Observe and recognize changes in residents.
- Demonstrate strong professional boundaries.
- Tolerate frustration and resistance.
- Put others at ease and treat others with respect and dignity.
- Commit to inclusion and equal opportunity.
- Nurture growth and change amongst peers and residents.
- Mentor, coach and reflect a practice that lies within an ant-oppression, harm reduction and psychosocial rehabilitation frameworks.
- Work independently and in cooperation with others.
- Communicate effectively, both verbally and in writing
- Facilitate and participate in conflict resolution process.
- Organize and prioritize effectively, with strong attention to detail.
- Maintain up to date knowledge of community resources.
- Respond to change with openness and flexibility.
- Humbly receive constructive feedback

#### **Qualifications:**

- Diploma or Degree in a Social Services or related field, or a combination of education, lived and work experience
- Experience working with people living with disabilities and/ or multiple barriers including poverty, racism, and trauma, non- dominate language, culture, sexuality or identified gender, and mental health and substance use challenges.
- Basic computer and Internet literacy (including MS Word/Excel/Outlook, G-Mail)
- Second language is an asset.
- Physical capacity to carry out the duties and operate related equipment.
- Valid First Aid Level 1 and CPR
- Food Safe Certificate
- Vulnerable Population Criminal Record Check is a condition of employment.