



**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

Outreach Worker Sunshine Coast **CMHA NORTH AND WEST VANCOUVER (35 hours a week)**

Our vision: Mentally healthy people in a healthy society

We are seeking an Outreach Worker for an experienced Homeless Outreach Worker to provide services to homeless or at risk of homelessness clients on the Sunshine Coast. Reporting to the Housing and Outreach Manager, the successful candidate will work with clients to create appropriate case management plans and set goals, access appropriate community supports, including access to income assistance, and secure and maintain affordable housing.

Specific Duties and Responsibilities

- Connect with people who are homeless or at-risk of homelessness to provide case management, housing search services and links to community resources.
- Build trust and rapport with clients while respecting their privacy and autonomy.
- Lead and support clients to access income (Ministry of Social Development and Poverty Reduction, Income Assistance, and Persons with Disability).
- Educate, inform and advocate for clients regarding benefits and entitlements (social assistance, rental subsidies, employment supports, low-income services i.e. food bank and food stamps)
- Build partnerships with appropriate community supports including government, the Shelter, mental health services etc. to build awareness of the program as well as to facilitate supports for clients.
- Providing outreach, case management, counseling, advocacy, and other needed services to clients in any environment including: the streets, shelters, hospitals, institutions, apartments, and office
- Attend all regional and partnerships meetings, and training as required.
- Create, build, and foster partnerships with housing providers and landlords.
- Connect regularly with Housing and Outreach Coordinator to report progress, discuss challenges and prepare documents required by management.
- Liaise with health authority, Clinics and medical services.
- Perform other duties as required.

Circle of Care Program

- Connect with community partners and assess the possibilities of a circle of care program.
- Become familiar with policies, procedures, and evaluation processes and support manager with reviews and changes according to organization.
- Support manager with strategic planning, program changes, and reports to ED and community partners when necessary.
- Promotes self-reliance and independence by supporting residents to participate in their own care plan in collaboration with CMHA staff, and community partners if the programs is in place.
- Other task base on the programs and duties when required.

Canadian Mental Health Association – North and West Vancouver Branch
Charitable Registration No: 10686 4143 RR001



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Qualifications

- 2+ years of experience supporting adults with mental illness, addiction, poverty and homelessness with a diploma or Degree in Social Services and/or an equivalent combination of education, training, and experience*.
**We are looking for experience in the social services sector particularly, working with federal or provincial clients; acquired knowledge of the continuum of housing and barriers to accessing safe and affordable rental markets; and serving socially marginalized or disadvantaged populations with complex and multifaceted needs. Sensitivity to clients with Aboriginal ancestry and disabilities.*
- Valid First Aid and CPR
- Basic computer and Internet literacy (including MS Word/Excel/Outlook, G-Mail)
- Mental Health First Aid (or willingness to complete it)
- Criminal Record Check is a condition of employment.
- Valid driver's license and access to a reliable vehicle is a MUST.
- De-escalation training and indigenous cultural competency training are recommended.

Skills and Abilities

- Experience working with people with mental health and/or addictions issues as well as familiarity with "the street"
- Experienced in individual advocacy including process for applying for MSD benefits, CPP, OAS, GIS.
- Knowledge of harm reduction principles, crisis prevention and intervention and conflict resolution and de-escalation skills
- Ability to work independently and in a collaborative team environment with community partners.
- Working knowledge of Microsoft office applications and the Internet
- Trained in Naloxone administration and know the signs of a drug overdose
- Excellent oral and written communication skills
- Teamwork and leadership skills

Hours of Work and Special Considerations:

7 hours a day plus a daily unpaid 30-minute lunch break.

Start Date: ASAP

Wage Range: \$25 - 27/hour depending on level of experience.

Medical, Dental and RRSP benefits are included with this role.

Home Base: Salvation Army, Gibsons

We are an equity employer and encourage applicants from women, persons with disabilities, members of visible minorities, First Nations, Inuit, and Metis people, people of all sexual orientation and genders and others who may contribute to our further diversification.

How to Apply:

Please submit a cover letter and resume detailing your experience and qualifications **before Nov 30** to:

sandra.vasquez@cmha.bc.ca

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