



**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

Circle of Care Housing and Outreach Worker **CMHA NORTH AND WEST VANCOUVER (5 days/week)**

Our vision: Mentally healthy people in a healthy society

We are seeking a full-time experienced Homeless Outreach Worker to provide services to homeless or at risk of homelessness clients on the North Shore. Reporting to the Senior Operations Manager, the successful candidate will work with clients to access appropriate community supports, including access to income assistance, and secure and maintain affordable housing.

The Circle of Care Housing and Outreach Worker will also help oversee CMHA's Circle of Care project, which is a partnership between CMHA, Health Connections Clinic staff and the North Shore Alliance Church. Reporting to PACT manager, the Worker monitors all care planning and implementation and provides direct service to residents, supporting and mentoring residents living with multiple, and chronic health challenges.

Specific Duties and Responsibilities

- Connect with people who are homeless or at-risk of homelessness to provide 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).
- Educates, informs and advocates 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
- Coordinate and train volunteers, as appropriate, to support program goals within agency's current framework for volunteer recruitment
- Assist with required program statistical documentation and distribution including daily updating of BC Housing database
- Attend all regional and partnerships meetings, and training as required
- Creates, builds, and fosters partnerships with housing providers and landlords
- Assist with orientation of new residents and foster an atmosphere of mutual interdependence and learning by encouraging peers and residents to share their skills and knowledge.
- Facilitate social and recreational programs in the home and encourage residents to participate in community programs or events, to build social networks.
- Liaises with Health Connections Clinic, interdisciplinary care teams, medical services, and other partners that are involved in the Care plan of the COC resident



**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

- Liaise with local, maintenance contractors to facilitate repairs, as needed.
- Facilitates any moves for the residents.
- Regularly inspects the house, with the Church partner, rooms, and property, and adjoining areas for any risk hazards, monitors maintenance schedule and tasks to ensure completion in a timely fashion, and checks on first aid and emergency preparedness supplies.
- Emailing a weekly summary of the house and the needs to managers so they can stay in touch if a problem happens. Regularly inspect house, property and adjoining areas for any risk hazards, monitor maintenance schedule and tasks to ensure completion in a timely fashion, and check on first aid and emergency preparedness supplies.
- Provide practical assistance and support, assisting and mentoring residents with activities of daily living such as personal hygiene, housekeeping, money management, interpersonal skills and community integration, making and keeping appointments and other related skills as they arise.

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
- Criminal Record Check is a condition of employment
- Valid driver's license and access to a reliable vehicle
- 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
- 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



**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

Hours of Work and Special Considerations:

5 days per week (35 hours), plus a daily unpaid 30 minute lunch break.

Start Date: ASAP

Wage Range: \$24-26/hour depending on level of experience.

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

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 to:

Tejal.Barde@cmha.bc.ca

Position will be open until filled.