



POSITION DESCRIPTION

POSITION TITLE:	COMMUNITY WELLNESS AND HOUSING SUPPORT WORKER
DEPARTMENT:	MENTAL HEALTH
CLASSIFICATION:	COMMUNITY WELLNESS & HOUSING SUPPORT WORKER
UNION:	MGEU – FACILITY SUPPORT

REPORTING RELATIONSHIPS

POSITION REPORTS TO:	CLINICAL TEAM MANAGER – MENTAL HEALTH
POSITIONS SUPERVISED:	NOT APPLICABLE

POSITION SUMMARY

The Community Wellness and Housing Support Worker will assist in a community development approach, by providing both a group activities model and outreach support to the tenants living in public housing (Manitoba Housing and Renewal Corporation). Group Program supports the overall mental health and wellness of tenants living in Manitoba Housing and Renewal Corporation and assists tenants to bring about a positive change in their communities through events and activities conducted in a group setting. The Outreach support is intended for tenants who are marginalized, isolated and are at risk of eviction. It is delivered on a one-on-one basis and in collaboration with other service providers as applicable. The Community Wellness and Housing Support Worker is responsible for rehabilitative and supportive functions, including skill building/enhancement, identifying and linking with formal and informal support networks. The position of Community Wellness and Housing Support Worker functions in a manner consistent with, and supports the mission, vision, and values of the Interlake-Eastern Regional Health Authority.

ESSENTIAL FUNCTIONS AND DUTIES

Function and duties include but are not limited to the following:

Clinical Practice

- Provides group and/or individual outreach services to tenants residing in assigned Manitoba Housing and Renewal Corporation Complexes.

- Assist individuals to maintain successful tenancy.
- Maintain the housing situation which supports and enhances the person's physical, emotional, social and spiritual needs.
- Assist tenants to acquire/enhance skills and supports including, but not limited to, skill teaching in areas such as:
 - Provide side-by-side support and coaching to assist individuals to socialize
 - Identifying and linking with formal and informal supports
- Provide practical assistance and supports regarding advocacy, side-by-side individualized support, problem resolution, direct assistance, teaching and supervision to assist tenant in the acquisition of:
 - Structuring time and increasing social experiences through assistance with organizing social and recreational activities/opportunities.
- Promote personal growth and recovery through the development of coping skills to address internal and external stresses.
- Provide information and linking with families and natural supports, formal supports, including community agencies and other service providers as it relates to skill enhancement and development of support networks.
- Assist individual to maintain tenancy by ensuring that the person's physical, emotional, social and spiritual needs are met.
- Maintain program documentation as per program/regional standards.
- Complete non-clinical documentation, paperwork, and processes as per program/regional standards.
- Know how the core elements of a recovery orientation can be practiced in any setting and how this orientation can be applied with diverse populations.
- Recognize that promoting recovery is their primary work, not an optional addition or supplementary goal.
- Acknowledge the importance of being inclusive and of seeking to maximize opportunities for people to exercise self-direction and take responsibility of their own recovery.
- Know ways to maximize a person's ability to make decisions and exercise control over their recovery journey.
- Liaise and consult with external resources as required, in keeping with the requirements of the Personal Health Information Act and the Mental Health Act.
- Follow standard protocols for urgent health care or housing concerns.
- Develops collaborative relationships with other mental health programs; Tenant Service Coordinator/Manitoba Housing and Renewal Corporation; Canadian Mental Health Association; and other community partners.
- Assist in the development of services and programs to meet the emerging needs of individuals, families, and the community.
- Attend staff meetings and professional development as required.

Clinical Consultation

- Seeks consultation as needed.
- Work regularly and in collaboration with Tenant Service Coordinator - Manitoba Housing and Renewal Corporation.
- Consult with and work in collaboration with other members of the individual's care team.
- Understand the evidence base for work practices that strengthen the implementation of a recovery orientation.
- Engage regularly in reflective practice to continually increase knowledge, examine their own work, mindsets, and habits, and make progress in supporting recovery.

- Commit to learning from people with lived experiences of mental health problems and illnesses about how the service can best support their recovery efforts.

Program Planning, Analysis, and Education

- Participate in strategic and program planning.
- Participate in the evaluation of program planning and policy decisions.
- Provide data and prepare reports as requested.
- Participate in regular staff and program evaluations.

Education, Teaching, Learning, and Research

- Collaborative, co-ordinate, and/or participate in the development and presentation of educational programs.
- Provide support and guidance to other members of the health care team regarding housing/tenancy related issues.
- Seek knowledge in a wide range of fields to support recovery-oriented learning and development.
- Keep up to date on emerging best practices related to supporting recovery.
- Pursuant to the Regional Health Authority Act, Interlake- Eastern RHA is designated bilingual (English/ French). Accordingly, all employees accept the responsibility to support clients in their official language of choice.

OTHER

- Performs other duties as assigned.
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PERFORMANCE MEASUREMENTS:

- Demonstrated ability to perform as evidenced by satisfactory performance evaluations.
 - Demonstrated ability to take the initiative/motivation for self-development and keeping abreast of current evidenced based practices
 - Maintains & provides approved statistics for program evaluation
 - Active team involvement and development
 - Works autonomously and seeks supervisory assistance in a timely and appropriate manner.
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QUALIFICATIONS

EDUCATION/CERTIFICATION:

- University or College education in human services or other related disciplines required.
- A high school diploma and suitable combination of education, experience and related training may be considered.
- ASIST Certificate (Applied Suicide Intervention Skills Training) required.

REQUIRED KNOWLEDGE:

- Experience in support group activities, particularly in role as Facilitator.
- Knowledge of co-occurring disorders, i.e. addictions and mental health, developmental delay and mental health, and the related impact on family dynamics.

- Knowledge of community resources and procedures related to accessing the available services.
- Demonstrated skills and competence to establish supportive, trusting relationships with individuals of varied ethnic and socio-economic backgrounds required.
- Knowledge of and ability to work within the mental health recovery model.
- Knowledge of *The Personal Health Information Act, The Mental Health Act, The Public Guardian and Trustee Act, and all other relevant legislation.*
- Knowledge of Manitoba Housing and Renewal Corporation; Housing and Community Development; tenant information and applicable legislation pertaining to tenants.

EXPERIENCE REQUIRED:

- Minimum four (4) years related experience with people with mental health issues and addictions preferred.

SKILLS/COMPETENCIES:

- Excellent verbal and written communication skills.
- A positive attitude toward learning, growth, and health.
- Ability to assist in performing an accurate Mental Status Examination required.
- Ability to assist in performing an accurate suicide assessment using the ASIST model and to develop a safety plan/contract required.
- Ability to related and interact with individuals of diverse cultural and economic backgrounds.
- Skilled at working with people with co-occurring disorders.
- Proficiency in Microsoft Office applications (Word, Excel, and PowerPoint).
- Flexible scheduling is required to balance individuals'/groups' needs and enhance service delivery to improve access.
- Good physical and mental health to meet the demands of the position required.
- Valid driver's license and vehicle are required.
- Given the cultural diversity of our region, the ability to communicate in more than one language would be considered an asset.
- Proficiency of both official languages is essential for target and designated bilingual positions.
- Completes and maintains a satisfactory pre-employment security check.
- Satisfactory employment record.

WORK CONDITIONS

- The incumbent functions autonomously on a day-to-day basis and manages assigned duties accordingly.
 - Will be required to travel throughout the region as duties may require.
 - No hazardous or significantly unpleasant conditions.
 - All health care workers are required to be immunized as a condition of employment in accordance with the Interlake-Eastern RHA Policy GA-13-P-110 Required Immunizations for Health Care Workers.
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WORKPLACE SAFETY AND HEALTH

The incumbent contributes to making the organization safe for clients and staff and recognizes the importance of reporting unsafe situations and participating in follow up reviews as a learning opportunity.

- Provides a safe environment by ensuring the adherence to Workplace Safety and Health regulations and Policies and Infection Control Guidelines. Obeys all safety and health rules and follows recommended Safe Work Procedures. Informs supervisor of any unsafe acts, work conditions, incidents, near misses, injuries or illnesses immediately.
- Demonstrates a working knowledge of Workplace Hazardous Materials Information Systems (WHMIS) and adheres to procedures for handling and storing controlled substances as described in the Material Safety Data Sheets (MSDS). Uses personal protective equipment as required.
- Demonstrates understanding of role and responsibilities in fire prevention and disaster preparedness and participates in safety and health training programs including the health facility’s Fire, Disaster and Evacuation Plan.

PATIENT SAFETY

- Participates in and demonstrates an understanding of patient safety principles and practices into all day to day activities. Follows all safe work practices and procedures and immediately communicates any activity or action which may constitute a risk to patient safety.

Created: _____
Date

Revised: _____
October, 2016
Date

Approved by: _____
Regional Manager/ Supervisor _____
Date

Approved by: _____
Vice President/ CEO _____
Date

Reviewed by: _____
Vice President, Human Resources _____
Date

Position descriptions assist organizations in ensuring that the hiring process is fairly administered and that qualified employees are selected. They are also essential to an effective appraisal system and related promotion, transfer, layoff, and termination decisions. Well constructed job descriptions are an integral part of any effective compensation system.

All descriptions have been reviewed to ensure that only essential functions and basic duties have been included. Peripheral tasks, only incidentally related to each position, have been excluded. Requirements, skills and abilities

included have been determined to be the minimal standards required to successfully perform the position. In no instance, however, should the duties, responsibilities, and requirements delineated be interpreted as all inclusive. Additional functions and requirements may be assigned by supervisors as deemed appropriate.