



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 - 2 Full-time, permanent positions.**

### **The package contains (for your information):**

1. Job Posting
2. Job Description 1: Transitional Community Support Worker  
Job Description 2: Transitional Community Support Worker, CGS/GSHC
3. Employment Application
4. Scenario Questions
5. Job Applicant Screening Form

### **Requirements for submission:**

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



**POSTING: Transitional Community Support Worker**

Full Time: 35 hours per week (may include weekday/weekends/evenings)

**RESPONSIBILITY:**

Reporting to the Rent Supplement Coordinator, the Transitional Community Support Worker provides assistance to individuals to enhance their instrumental activities of daily living, maintain their wellness and living environments to reduce crisis and improve housing stability.

**QUALIFICATIONS:**

- Education requirements: 2 year Diploma or Degree in a health or social services field
- Language requirements: Fluency in english is essential. Fluency in french is an asset.
- Professional designation/certification: For permanent positions: Registration, in good standing, or eligible for registration with a regulating professional body, (e.g. College of Social Workers and Social Service Workers).
- Certified Health Executive (CHE) designation preferred
- Minimum of 1 year experience in related position required
- Reliable vehicle required
- Proficiency with Microsoft Office software (Word, Excel and Outlook) required
- Experience with client record management software/database an asset
- Applied Suicide Intervention Skills Training, Safe Talk and/or Non-Violent Crisis Intervention Training - an asset

**SALARY RANGE: Bachelor \$42,369 - \$52,962 /annually**  
**Diploma \$38,215 - \$47,769 / annually**

**UNION MEMBERSHIP:** This position is included within the collective bargaining unit, (Ontario Public Service Employees Union, Local 666).

**LOCATION:** **Position 1: 111 Elm St., Sudbury**  
**Position 2: 720 Bruce St., Sudbury**

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

By email: [recruiting@dibrina.com](mailto:recruiting@dibrina.com)  
By Mail: DiBrina Sure Human Resources  
62 Frood Road, Suite 302, Sudbury, ON P3C 4Z3  
By Fax: 705-688-9060

**DEADLINE:**

The deadline for accepting applications is **Wednesday, August 08, 2018** by 12:00PM.

**INTERVIEW DATE:** August 16, 2018



- *Canadian Mental Health Association-Sudbury/Manitoulin (CMHA-S/M) offers competitive benefits including vacation, extended health and dental benefits, and a pension plan through HOOPP.*
- *CMHA-S/M is an equal opportunity employer. CMHA-S/M follows AODA legislation and supports persons with disabilities with accommodations. Please notify us if you have any accessibility requirements.*
- *CMHA-S/M is a unionized work environment through the Ontario Public Service Employees Union (OPSEU).*
- *Personal information submitted will be used for the purpose of determining suitability for this/these positions only.*
- *All applicants are thanked for their interest; however, only those selected for an interview will be contacted.*



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## TRANSITIONAL COMMUNITY SUPPORT WORKER

**INCUMBENT:** TBD

**REPORTS TO:** Rent Supplement  
Coordinator

**PROGRAM:** Housing

**APPROVED BY:** Director of Operations

**DATE APPROVED/REVISED:** May, 2017

**HOURS:** 35 hours/week

### 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 individuals 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
- Ensuring that all individuals have a discharge plan 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
- Liaising, 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 tenant's 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**

- 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.**

**14. 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.

## **Qualifications**

- Completion of a 2 year Diploma or Degree in a human services area.
- Minimum one year experience in related position
- Must be a member in good standing of regulating professional body or be eligible to register.
- Proficiency in both official languages is essential for 50% of these positions.
- Reliable vehicle required
- Proficiency with Microsoft Office software required
- 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



The following competencies are required for this position:

<b>Teamwork and Collaboration</b>	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.
<b>Coping</b>	Able to maintain a mature problem-solving attitude while dealing with interpersonal conflict, hazardous conditions, personal rejection, hostility or time demands.
<b>Assertiveness</b>	Able to maturely express one's feelings and opinions in spite of disagreement: accurately communicate to others regardless of their status or position.
<b>Perceptivity</b>	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.
<b>Interaction</b>	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



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**TRANSITIONAL COMMUNITY SUPPORT  
WORKER, Sudbury, CGS/ GSHC**

**INCUMBENT:** TBD

**REPORTS TO:** Rent Supplement  
Coordinator

**PROGRAM:** Housing

**APPROVED BY:** Board of Directors

**DATE APPROVED/REVISED:** DRAFT

**HOURS:** 35 hrs/ wk

**POSITION SUMMARY:**

Under the direction of the Rent Supplement Coordinator and working in partnership with the City of Greater Sudbury (CGS) and Greater Sudbury Housing Corporation (GSHC), provides short term supports and housing stabilization to individuals residing in social housing units in Sudbury. Individuals would be linked to community resources and receive 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 individuals support addresses outcomes or goals as derived from their Care 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 have a discharge plan to support their ability to transition.
- Participate in Community Paramedicine program to develop rapport with individuals and provide brief services





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**TRANSITIONAL COMMUNITY SUPPORT  
WORKER, Sudbury, CGS/ GSHC**

**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.
- Work collaboratively and meet regularly with the Manager of Tenant Services at GSHC to provide updates and program outcomes
- Oversee the scheduling and organization of community support planning meetings and team conferences.
- Implementation of Housing Outcome information on portal.
- Purchase and ordering of program related supplies.
- 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 individual'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 crises 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
- Providing brief service to community individuals that are applying for CMHA programs or services.
- 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.



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## **TRANSITIONAL COMMUNITY SUPPORT WORKER, Sudbury, CGS/ GSHC**

- 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, 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**

- 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.**

**14. 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.

### **Qualifications**

- Completion of a 2 year Diploma or Degree in a health or social services area.
- Minimum one year experience in related position
- Must be a member in good standing of a regulating body or be eligible to register
- Fluency in English is essential. Fluency in French is an asset.
- Reliable vehicle required
- Proficiency in Microsoft Office software required
- Knowledge of Mental Health legislation, Occupational Act: Health & Safety, Ontario Human Rights Code, Tenant Protection Act and Long Term Care Act
- Understanding of Privacy legislation and Bill 168
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**TRANSITIONAL COMMUNITY SUPPORT  
WORKER, Sudbury, CGS/ GSHC**

## JOB SPECIFIC COMPETENCIES

The following competencies are required for this position:

<b>Teamwork and Collaboration</b>	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.
<b>Coping</b>	Able to maintain a mature problem-solving attitude while dealing with interpersonal conflict, hazardous conditions, personal rejection, hostility or time demands.
<b>Assertiveness</b>	Able to maturely express one's feelings and opinions in spite of disagreement: accurately communicate to others regardless of their status or position.
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**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