



Canadian Mental  
Health Association  
Sudbury/Manitoulin  
Mental health for all

Association canadienne  
pour la santé mentale  
Sudbury/Manitoulin  
La santé mentale pour tous

## RESIDENTIAL WORKER

**INCUMBENT:** TBC

**REPORTS TO:** Coordinator, Residential Services

**PROGRAM:** Housing

**APPROVED BY:** Director, Programs and Planning

**DATE APPROVED:** July 2021

**HOURS:** 35 hours/week – 1.0 FTE

### POSITION SUMMARY:

Under the direction of the Coordinator, Residential Services, the Residential Worker provides person-centred supports, within a residential setting, to individuals living with mental health and/or substance use concerns. Working within a recovery-oriented model, staff provide hands on assistance with instrumental activities of daily living (IADL), relationship building, goal planning and improving overall well-being.

Residential Workers are required to work days, evenings and weekend shifts as required.

### ESSENTIAL JOB RESPONSIBILITIES:

#### 1. Provides support to individuals to maintain their wellness

- Providing assistance and support with instrumental activities of daily living.
- Providing support to residents in achieving goals, particularly in the areas of basic life skills, social interactions, coping with mental illness, medication education, monitoring progress and providing support when problems or crises arise.
- Assisting residents with developing their care plans and ensuring required supports are delivered in a safe, timely and effective manner.
- Support residents with accessing outside activities and appointments.
- Documenting and reporting any health-related concerns identified by the resident and or their supports.
- Responding immediately to any urgent health issues.
- Advising Coordinator, Residential Services on resident and program operations.

#### 2. Assists in the daily functions of the residential homes

- Providing orientation to new residents.
- Supporting residents to participate in household duties and expectations.
- Ensuring residents follow house rules and regulations.
- Assist residents with meal planning and daily preparation of meals.
- Light cleaning and disinfecting as required daily.

#### 3. Develops and maintains effective resident/ staff relations

- Maintaining awareness of residents' progress by documenting, reviewing, and other related documentation requirements.



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- Participates/facilitates in resident meetings, resident activities, communication building and conflict resolution as required.
- Recognizing and respecting individuals that are accepting service self-direction.

#### 4. Develops educational programs relevant to identified needs

- Participates in program development and delivery based on residents' needs.
- Organizing and conducting direct skill teaching with residents.
- Evaluating and recording effectiveness of activities through documentation, resident update meetings and on-going individual support.
- Participating in the evaluation of program goals and objectives, making recommendations on changes to current program activities for improved service delivery.

#### 5. Ensures all file management and reporting functions are maintained in a comprehensive and timely manner

- Ensuring resident contacts are recorded appropriately and in a timely manner utilizing the agencies database program.
- Ensuring daily activity summaries are completed.
- Ensuring that monthly, annual, and other required reporting documentation are completed.

#### 6. Maintains up-to-date knowledge of: the Mental Health Act and related legislation, the structure and personnel of local community support agencies, government departments, institutions and other groups relevant to the residents' needs, population, and trends and developments in the community that could affect the provision of mental health services

#### 7. Avails self of opportunities for professional development

- Bringing forward training needs and takes responsibility for seeking out relevant training opportunities.
- Fosters a problem-solving approach in daily activities with residents, family members and community supports.
- Participating in workshops and seminars as required.
- Attending and participating in Agency and program meetings as required.

#### 8. Works within the Policies and Procedures of the CMHA-Sudbury/Manitoulin Branch

#### 9. Other Responsibilities and Duties:

- Carrying out all duties of the Residential 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.
- Represents program and agency in a professional manner through embracing and fostering the CMHA culture, respectful communication and ethical decision making.
- Provides support to volunteers and students and other staff assigned to the program area.



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### Qualifications

- Education (one of the following is required)
  - i. Completion of a 2 year diploma or degree in a human services area; **or**
  - ii. Student currently working towards 2 year diploma or degree with minimum of 1 year related experience; **or**
  - iii. Combination of any post-secondary education and 3+ years of related experience
- Experience working in a residential setting is strongly preferred.
- Training in ASIST, Safe Talk, NVC, Mental Health First Aid, and/or Standard First Aid & CPR is considered an asset.
- Advanced conversational French is essential for 50% of Residential Worker positions.
- **Knowledge**
  - Knowledge of Mental Health legislation, Occupational Health & Safety Act, Ontario Human Rights Code, Resident Protection Act and Long Term Care Act.
  - Understanding of Mental Health Policy.
  - Knowledgeable of community agencies and resources.

### 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.
<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