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, Residential Addiction Treament Program

INCUMBENT:	**REPORTS TO:** Coordinator, Residential Addiction Treatment
PROGRAM: Residential Addiction Treatment Program	**APPROVED BY:** Director, Programs and Planning
DATE APPROVED/REVISED: July 2026	**HOURS:** 35 hours/week

POSITION SUMMARY:

Under the direction of the Coordinator, Residential Addiction Treatment, the Residential Worker plays a key role within an abstinence-based residential addiction treatment program. The Residential Worker maintains a safe, structured, and recovery-oriented environment while supporting residents in their daily activities, treatment participation, and personal recovery goals. Working within a multidisciplinary team, the Residential Worker provides residents with 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 a rotation of day, evening, night, weekend, and holiday shifts as required.

ESSENTIAL JOB RESPONSIBILITIES:

Resident Support and Engagement

- Provide residents with assistance and support with instrumental activities of daily living.
- Monitor resident well-being and identify changes in behaviour, mood, or functioning.
- Assist residents in navigating challenges and barriers to treatment engagement.
- Promote personal responsibility, healthy decision-making, and recovery-oriented behaviours.
- Provide emotional support, encouragement, and recovery-focused guidance to residents throughout their treatment journey; 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.
- Encourage participation in treatment activities, groups, appointments, household duties/chores, and daily program requirements.
- Assist residents to develop their care plans and ensure required supports are delivered in a safe, timely and effective manner.
- Plan and conduct resident activities and skill teaching.
- Support residents with accessing outside activities and appointments.

Residential Program Support

- Participate as an active member of the residential treatment team.
- Contribute to a therapeutic environment that promotes recovery, safety, dignity, and respect.
- Provide orientation to new residents
- Support residents in achieving treatment goals and adhering to program expectations.
- Participate in program development, quality improvement initiatives, and accreditation activities as

required.
- Contribute to meal planning and preparation, cleaning, and infection prevention duties as per shift rotation.
- Provide support to volunteers, students and other agency staff assigned to the program area.

Documentation and Compliance
- Complete required documentation within established timelines and in accordance with regulatory, accreditation, and organizational standards.
- Ensure compliance with professional practice standards, privacy legislation, ethical guidelines, and organizational policies and carry out all duties of the Residential Worker position in a moral and ethical manner.
- Be present at the scheduled time of each shift, ready for the performance of duties.
- Be ready emotionally and physically to perform duties.
- Represent the program and Agency in a professional manner through embracing and fostering the CMHA-S/M culture, respectful communication and ethical decision making.

Professional development
- Bring forward training needs and seek out relevant training opportunities.
- Foster a problem-solving approach in daily activities with individuals, family members and community support.
- Participate in training, workshops and seminars as required.
- Attend and participate in Agency and program meetings as required.

Qualifications
- Education (one of the following is required)
    - **i.** Completion of a 2-year diploma or degree in a human services area; ***or***
    - **ii.** Students 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
- Computer skills: Microsoft Word, Excel, PowerPoint, and Outlook.
- Knowledge of community agencies and resources.
- Excellent interpersonal and communication skills.
- Certified in First Aid & CPR.

Language requirements: Fluency in English is essential. Advanced conversational French is essential for 40% of these positions. Priority will be given to candidates who are bilingual in French and English as per our French Language Service Plan.

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JOB SPECIFIC COMPETENCIES:

The following competencies are required for this position:

Planning, Organizing and Coordinating	Efficiently uses time and completes tasks/projects on time through the routine planning of own work and organization of resources. Develop plans considering the agency's objectives, responsibilities, timelines, and resources. Keeps appropriate people informed of task/projects.
Teamwork and Collaboration	Participates willingly and supports team decisions. As a member of a team, keeps other team members informed and up to date on group progress, individual actions or influencing events, shares all relevant or useful information.
Integrity	Upholds clear ethical standards that are broadly respected within the agency and with outside partners. Holds self-accountable for professional behavior. Can make thoughtful judgements and reasoned decisions when ethical standards are in conflict.
Individual Service Orientation	Follows through on individual inquiries, requests and complaints and is responsive to public interests and concerns.
Listening, Understanding and Responding	Demonstrates openness and receptivity to new information. Is willing to listen when approached by others. Picks up on non-verbal cues to others' feelings and emotions. Is aware of own feelings, reactions, and messages.
Functional Skills	Ability to provide strong support and leadership skills, excellent multi-tasking and time management skills, exceptional communication, and quality improvement skills.

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