



## MPA Society

Empowerment in Mental Health since 1971

June 7, 2018

### JOB POSTING

POSTING NUMBER: 2018-27

POSITION: Mental Health Worker  
Casual – Temporary Full Time (until return of incumbent)

UNION: HEU – MPA Certification

PROGRAM: Hotel Outreach  
Vancouver

SALARY RANGE: \$22.38 – \$24.26

HOURS OF PAY: 37.5 hours per week

SCHEDULE: Monday to Friday: 0800 hrs – 1600 hrs

START DATE: ASAP

All candidates subject to a criminal records search.  
Qualifications and job description attached.

**Please indicate posting number 2018-27 when sending applications and resumes to:**

Diana Pham

Human Resource Coordinator

[hr@mpa-society.org](mailto:hr@mpa-society.org)

122 Powell Street

Vancouver, BC V6A 1G1

No later than 4 p.m. Sunday, June 17, 2018

\*\* Days and hours of work may change.

cc Union  
File



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## **Job Description – Hotel Outreach Worker**

<b>Classification Benchmark:</b>	Support Worker 2
<b>Grid Level:</b>	Grid 10A
<b>Collective Agreement:</b>	Community Subsector Association
<b>Reports To:</b>	Program Coordinator, Hotel Outreach

### **Job Summary**

Working in and from the partner Hotel, the Hotel Outreach Worker provides assistance, support and basic skill training to tenants in their living environment while encouraging independence, self responsibility, and healthy lifestyle choices.

The Hotel Outreach Worker provides outreach services through identification, coordination and facilitation of available community resources. These resources may include referral to community mental health services, referral to medical health services and connection to other housing services.

### **Functions & Responsibilities**

- 1 Provides support, assistance, and basic skill training to adult men and women in order to establish and maintain as independent and stable living situation as possible within the community by performing duties such as developing individual tenant plans to ensure their basic needs are met, developing and coordinating motivational programs for tenants, discussing, isolating and assessing problems with tenants and developing, with them, a flexible plan of action which will address such issues and needs as: housing, health, treatment and finances.
2. Assists tenant with building issues including assisting with minor cleaning and acting as a liaison between the tenant and the hotel owner. Monitors the tenant's ability to maintain their unit and when required, makes arrangements for homemaking or other support services such as home nursing or home support workers. Facilitates special communication or meetings with the hotel owner/operator as required.
3. Monitors individual tenant plans to ensure they are effective by performing duties such as encouraging appointments are kept, specifically treatment appointments, that homemaking routines are followed, financial and medication systems are being following and healthy recreational or leisure activities are explored as an option. Refers tenants to



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- outside services, accompanying at times to initial appointments to facilitate and support interpersonal relationships. Advocates for the tenant between the individual and representatives of service/care giving agencies.
4. Observes tenants, identifies and assesses potential emergency situations, and develops short-term strategies to deal with such situations. Reports medical, behavioral and other problems to the Manager/Director of the program. Provides feedback and input regarding the tenants' needs, performance and progress.
  5. Participates in the selection procedure for tenants by performing duties such as interviewing with the hotel owner/operator, referring potential tenants, making arrangements for tenants to move in, arranging rent payments, assisting the tenant to acquire furnishings where required, introducing new tenants to other tenants and outlining hotel rules.
  6. Plans and coordinates contingency services and provides crisis intervention and/or extraordinary services where indicated by performing duties such as providing additional support to tenants during stressful times, advocating for specific needs, continuing contact throughout temporary/short term placements in facilities such as hospital and emergency centers and referring with information based on tenant disclosure and documented observations.
  7. Encourages and supports individuals to make healthy choices and practices through methods such as exchanging needles and provision of health and safety materials such as condoms and referral to life skill training such as anger management courses.
  8. Identifies available social, economic, recreational, and educational services and resources in the community that will meet tenants' needs including long term case management services through mental health/ community health centers and provides tenants with that information.
  9. Completes and maintains related records and documentation such as goal directed individual service plans, progress reports, statistics and daily logs including input of information into computer databases as required.
  10. Performs other related duties as assigned.

### **Education, Training & Experience**

1. A minimum of two (2) years post secondary education in mental health/ addictions and a minimum of two (2) years experience in a similar setting with a mental health or addictions related agency, with responsibility for front line service delivery, crisis intervention, debriefing and support, conflict resolution and case planning or an equivalent combination of education, training and experience.
2. Extensive working knowledge of psychosocial rehabilitation approaches and services including individual service plan development and implementation and life skills training.
3. A solid background and knowledge of concurrent disorders with related work experience.



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4. Two (2) years experience working with people with mental illness or those at risk of homelessness and a demonstrated commitment to promoting empowerment and individual/group advocacy.
5. Satisfactory criminal record check.
6. Satisfactory result from a TB skin test.

### **Skills & Abilities**

1. Able to work independently with minimal supervision, exercise initiative and good judgment.
2. Excellent communication and problem solving skills and demonstrated ability to work effectively with a diverse group of players, other front line workers, people with mental illness, people at risk of homelessness, community agencies, government agencies, hotel owner/operator and management, and the general public.
3. Solid understanding of community mental health, social service, legal, and forensic resources.
4. Demonstrated suitability to work with disadvantaged and challenging adults in a diverse environment.