



**Canadian Mental  
Health Association**  
**Vernon & District**  
*Mental health for all*

Job Title:	Residential Support Worker
Facility:	Canadian Mental Health Association
Reports To:	24 <sup>th</sup> and Aberdeen Team Leads
Bargaining Unit:	BCGEU
Wage:	Grid 21 / \$27.11
Status:	Casual

## ORGANIZATION OVERVIEW

The Canadian Mental Health Association (CMHA) Vernon & District Branch is a non-profit organization focused on promoting mental wellness in the community of Vernon and surrounding areas in the North Okanagan and is part of a provincial and national federation. We believe in empowering individuals, groups, and communities in self-determination to enhance their mental health. CMHA facilitates access to the resources people require to improve mental health and community integration, build resilience, and support recovery from mental illness through building capacity, influencing public policy, providing services and support, and developing resources. We are committed to providing an environment free from prejudice, discrimination, and harassment. We strive to reflect the entire community in our volunteers and staff and promote equal access to our services.

## JOB SUMMARY

The Residential Support Worker works as a member of an integrated team to provide structured support services to residents. This includes monitoring residents in accordance with established treatment plans and/or care plans, observing residents' behaviours and symptoms, documenting observations in accordance with standard procedures, providing verbal reports on changes in residents' appearance, behaviour, and/or health, as well as providing support to clients in the development and maintenance of life skills. The also includes demonstrating and modelling appropriate behaviours to the residents and providing support in problem solving and decision making. This includes assisting residents with activities of daily living and participation in activities to support skill development.

## DUTIES AND RESPONSIBILITIES

- Provides feedback and input regarding client's needs, performance, and progress to Residential Team Lead
- Perform duties such as reporting observations of client function, mental health status, needs and progress as well as the individual's preferences, level of acceptance/resistance to services and supports
- Assist clients in orientation to the residential facility and the surrounding community
- In accordance with established care plans, assist clients with the development of life skills such as maintaining personal hygiene, housekeeping, meal planning/preparation, meeting financial obligations, making, and keeping appointments, and interpersonal skills by methods such as demonstrating and modelling appropriate actions
- Safe administration of medication in accordance with the treatment objectives and/or care plans and established policies and procedures



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- Observe and report any concerns or side effects around medication to Residential Facility Nurse
- Provide support with practical day to day problem solving for individuals who experience severe challenges in daily living as a result of their mental illness and/or substance use disorder
- Ensure a safe and healthy working environment by observing and reporting incidents and near misses as per CMHA's Occupational Health and Safety policies and procedures.
- Participate in staff meetings, quality improvement initiatives, committees, and in-services, and maintain up-to-date knowledge through involvement in work-related continuing education as required by the employer
- Perform facility maintenance and housekeeping duties, such as cooking, laundry, cleaning, and maintaining the cleanliness and accessibility of the facility
- Transporting, attending, and assisting resident with their medical, dental, or other health and wellness
- Performs other related duties as assigned

## **QUALIFICATIONS:**

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

- Post Secondary Education such as Human Service Worker Diploma, related experience, or an equivalent combination of education, training, and experience
- Current Criminal Record Check
- First Aid Level 1
- FoodSafe Level 1
- Current and valid BC Class 5 driver's license

### **Skills & Abilities**

- Demonstrated ability to communicate effectively with the clients, their families, the public, medical staff and the members of the interdisciplinary team using verbal, written and computer communication means
- Demonstrated ability to integrate and evaluate pertinent data (from multiple sources) to problem-solve effectively
- Ability to promote client-focused care that demonstrates care for and with clients and significant others, sensitive to diverse cultures and preferences, client advocacy and social justice concerns
- Ability to transmit information intended to instruct clients and staff about topics essential to health care and well-being
- Demonstrated working knowledge of mental health issues and treatment in the assigned client population(s)
- Working knowledge of the principles of recovery in mental illness in the assigned client population(s)
- Ability to demonstrate and assist client with development of life skills
- Ability to deal effectively with conflict situations and use non-violent crisis intervention.
- Ability to establish and maintain rapport with clients and to observe and recognize changes in clients and demonstrated ability to develop options and /or recommendations



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to resolve conflicts and issues

- Organize and work both independently and as a member of a multidisciplinary team.
- Ability to physically and mentally carry out the duties and responsibilities of the position.
- Establish and maintain a mutually respectful relationship with the residents and staff of the Facility and represents the vision and values of the organization
- Network and maintain a positive working relationship with other agencies, service providers, case managers, families and other individuals/groups involved in the resident's rehab program
- Demonstrated computer skills and ability to utilize relevant new technology in workplace including Microsoft Office

***CMHA Vernon is committed to building an inclusive workplace and community and seeks candidates who share our commitment to equity, diversity, and inclusion.***