

Job Description

Job Title: Mental Health Worker

Location: All relevant Kettle Society sites

Reports to: Site Manager

Department: Licensed Care

Collective Agreement: Community Subsector Collective Agreement

Union: Health Sciences Association

Benchmark: 81502 (Support Worker 2)

Grid: 34 (SW2 – Support Worker 2)

Date Established: November 2018

Date Revised: June 2019

Job Summary:

Reporting to the Site Manager, the Mental Health Worker supports clients by undertaking a variety of activities including case planning or programming for clients, volunteers and/or SEED workers as needed, assisting with daily social, physical, emotional and life skills; works on behalf of the client with a variety of agencies; facilitates programs and activities with large/small group; supports clients to undertake meal planning, meal preparing, and washing dishes and cleaning/tiding up the kitchen. Acts as a role model for the clients in modeling a variety of personal and social activities such as hygiene, meal planning, how to cook meals, how to budget and purchase necessary items; assisting to maintain living spaces to health and safety standards and applying for and keeping employment as appropriate. Performs outreach activities as required.

Typical Duties:

Using a standard format creates a written case plan or develops and implements programs for the clients by interviewing the clients, families, health care providers and/or others sources who may have relevant information to the development of an effective case plan. Updates case plans or amends programming as necessary. The client case plan or programs can include: social, recreational, education, volunteer and job activities.

Provides support for clients regarding a variety of issues such as landlord tenant issues, obtaining financial assistance from various government agencies; accessing community resources; obtaining and keeping volunteer or job placements including Skills, Esteem, Employment Development (SEED) program.

Documents client activities and behaviour such as how a client responds to tasks within their case plan or the program, care plan, activities of daily living or volunteer or job placement activities.

Administrative and record keeping activities – can include; rent collected, use of petty cash; medication prescribed and/or illegal drugs use and/or miss use of alcohol; participation in social activities; supports necessary to participate in social, recreational, educational, financial activities; frequency of bed insect eradication, client attendance records related to the case plan activities and/or programs; , incident reports,

related statistics; communication log; supplies/inventory; dietary and nutritional requirements. Prepares list of activities for next shift.

When applicable, performs house management activities such as food preparation, keeping the kitchen, bathroom and common areas tidy and clean; conducts both minor and major cleaning activities consistent with the cleaning routines; ensures routines related to bug or insect infestations are followed and professional services called in as necessary.

Conduct point of care assessment to ascertain if there is a potential for harmful consequences. Based on assessment of client behaviour takes reasonable action to avoid harm to themselves or to others. Actions include using various communication strategies to reduce the tension or distract the client and/or contacting mental health teams, or other care providers, or calling 911 for professional assistance. Provides feedback to appropriate mental health or health care team members.

Records client feedback, inquiries and complaints. Reports concerning issues to immediate supervisor.

Demonstrates and models for clients healthy life style behaviour and coping skills.

Supports clients by attending various activities including health care appointments, or recreational activities.

Provides basic first aid to clients. Maintains appropriate records of first aid provided. Will call 911 as necessary.

Supports new staff members, volunteers, SEED workers and/or practicum students by sharing job information and demonstrating how tasks are to be performed.

Participates in staff meetings by sharing job related information and sharing ideas and suggestions.

Participates in effective communication between staff and management by verbal and/or written transmission of job related information.

Participates in ensuring the work environment is positive by implementing all aspects of the Employers policies including Respect in the Workplace Policy and Violence Prevention Policy.

Participates in ensuring a safe work environment for staff and clients by reporting any situations which require equipment and/or building repairs.

Performs other related duties as assigned.

Qualifications

Education, Training, and Experience

Grade 12

Community Social Services Diploma

2 years of recent related experience including direct practical experience working such as crisis intervention, conflict resolution, psychological rehabilitation techniques, homelessness, working with individuals with mental illness and/or addiction and/or concurrent disorders.

Working knowledge of the residential tenancy act
OR an equivalent combination of education, training, and life and/or work experience
Class 5 BC Driver's License when applicable
Current and up to date certificates in CPR, Emergency First Aid Community Care, WHMIS 2015 and Level 1 Food Safe

Skills and Abilities

Home management skills
Physical ability to carry out the duties of the position
Ability to work independently and in cooperation with others
Ability to operate related equipment
Ability to communicate effectively, both verbally and in writing
Ability to organize and prioritize
Ability to observe and recognize changes in clients
Ability to establish and maintain rapport with clients
Ability to instruct adults
Ability to analyze and resolve problems
Conflict resolution and crisis intervention skills
Advocacy skills