



Position Description: Support Staff ARCH

Start Date: ASAP

Closing Date: May 2, 2024

Salary Range: \$28 - \$32 per hour

Email CV or resume to jrogers@mhchs.ca before 12:00pm MST on closing date with subject line: ARCH2024-SS.
Only applicants selected for an interview will be contacted.

Position Summary

This position plays a key oversight role in Action Research on Chronic Homelessness (ARCH) Project led by Medicine Hat Community Housing Society. The ARCH Project seeks to understand and create effective supportive housing models for those experiencing chronic homelessness with complex needs currently underserved by the system of care. The experience of housing stability has changed and so the system of care is having to shift to a more advanced model for care for those community members we have been unable to serve collectively effectively. As a Support Worker, you will provide direct case management based on the case plans developed by the Intensive Case Managers. The position will support individuals and their day-to-day living along with therapeutic interventions, as directed by the Intensive Case Manager. Interventions will vary by participant. The interventions will be altered and adapted as appropriate, under the direction of the Intensive Case Managers.

This position reports to the ARCH Program Manager.
40-hour work week.

Major Areas of Responsibility

Program & Service Delivery

- Assist and participate in the development, implementation, monitoring, and evaluation of ARCH project goals, objectives, policies, and priorities.
- Provide quality, client-focused, recovery-based, and culturally appropriate, assessment, treatment, case management, crisis intervention, education, and referral services for clients and their families.
- Ensure consistent application of evidence-based assessment tools and adherence to the fidelity of housing with support practices.
- Ensure that the case management process is implemented as directed by the Intensive Care Managers.
- Teach life skills conducive to long-term housing, including but not limited to grocery shopping, budgeting, cleaning, cooking, and creating meaningful daily routines and activities.
- Participate in case conferences with all relevant community organizations connected to the participants as required to ensure a collaborative community of care for each participant.
- Ensure the case management process is logically, concisely, and legibly recorded.
- Consistently use agency Policy and Procedures Manual, Code of Ethics, and health and safety guidelines to guide solutions-focused decision making and actions; adhere to FOIPP and HIA regulations.
- Satisfactorily perform duties within the job description and meet performance expectations.
- Demonstrate efficiency and effectiveness in the use of work time, meeting deadlines, and achieving performance, program, and agency goals.
- Work as a member of a team. Present information and opinions during staff and program meetings, case conferences, and when working with other staff.
- Listen actively to input from others and integrate or accommodate such input within their own practice; follow through on team decisions, and encourage commitment within the team.
- Incorporation of Indigenous way of knowing in program delivery.
- Other duties as assigned by the Program Manager and Intensive Case Managers.

Accountability

- Adherence to the policies and regulations of the MHCHS.
- Adherence to the project policies and procedures.
- Performance appraisal by the ARCH Program Manager.

Suitability

Experience and Education

- Degree or Diploma in Social Sciences, Human Services field or equivalent.
- One to five years of professional experience working with vulnerable populations. Equivalencies may be considered with relevant work or training experience.
- Demonstrated strong communication and administrative skills.
- Skilled in the areas of recovery, addictions, mental health, family violence, and trauma.

Areas of Knowledge

This position requires knowledge and/or awareness of the following:

- Recovery Oriented Systems of Care, addictions, mental health, family violence, and trauma.
- Housing and homelessness.
- Case Management methods, principles, processes, and techniques.
- Case noting and documentation.
- Community resources including protocols for referrals.

Suitability Criteria

This position requires the ability to:

- Be sensitive to the dignity of individuals and families impacted by the effects of homelessness, addictions, and mental health.
- Ability to work as part of a cross-disciplinary team to ensure participants are fully supported and able to access available resources.
- Ability to quickly build rapport and connect with service participants.
- Must have a strong understanding of professional boundaries and ethics.
- Communicate clearly and concisely, both orally and written.
- Operate computer systems and databases with proficiency.

Working Conditions

- Exposure to a variety of infectious and communicable diseases.
- Exposure to a variety of working environments.
- Occasional non-traditional work hours.
- Standing and/or sitting for long periods of time.

Travel requirements

- Use of personal vehicle with mileage paid at the current MHCHS rates.
- Ability to travel for training and meetings.

License and Certificates

- Possession of, or ability to obtain, an appropriate, valid Alberta driver's license.
- Possession of, or ability to obtain, an appropriate, valid C.P.R./First Aid Certificate.
- Provide current, clear Criminal Record Check
- Provide current, clear Child Welfare Intervention Record Check
- In good standing with a professional body, if appropriate (e.g. ACSW) and currently registered with body.