



UNION JOB DESCRIPTION

JD115

JOB TITLE:	Mental Health Support Worker	JOB DESCRIPTION NO.:	20100/C.Cl.81502.005
CLASSIFICATION:	Support Worker 2	GRID/PAY LEVEL:	C34
COLLECTIVE AGREEMENT:	Community Subsector	HSCIS NO.:	81502
UNION:	BCGEU	JOB/CLASS CODE:	SI:20100; CINI:81502
PROGRAM/DEPARTMENT:	Mental Health & Substance Use; Community Health Services	BENCHMARKS (If Applicable):	81502
REPORTING TO:	Coordinator		
FACILITY/SITE:	VIHA South, Central and North Island Health Services Delivery Areas		

JOB SUMMARY:

In accordance with the Vision, Purpose, and Values, and strategic direction of the Vancouver Island Health Authority (Island Health), patient and staff safety is a priority and a responsibility shared by everyone; as such, the requirement to continuously improve quality and safety is inherent in all aspects of this position.

Reporting to the Coordinator, as a member of a multidisciplinary team, the Mental Health Support Worker provides life skills training, coaching, advocacy, advice, and support services for clients experiencing mental health, behavioral, and developmental problems and to their caregivers/families, in accordance with an established plan of treatment/care. Motivates, assists, and instructs clients with the activities of daily living, reports clients' progress and condition, including reactions to medications.

TYPICAL DUTIES AND RESPONSIBILITIES:

1. As part of the multidisciplinary health care team, participates in the development, maintenance, and delivery of a client-centered plan of treatment/care, by:
 - Observing, interviewing and assessing client behaviour to identify problems and needs, soliciting client feedback, inquiries, and complaints, responding to client needs as required;
 - Encouraging and promoting independence and self-sufficiency for clients and their caregivers/families; developing short-term strategies to deal with various situations;
 - Providing feedback and suggested recommendations to the treatment plans within established guidelines;
 - Documenting the care requested and progress made in the communications books; maintains client records;
 - Reporting regularly to the appropriate Case Manager/Coordinator on the condition, behaviour, performance, progress, and care needs of clients and their caregivers/families.
2. Provides supportive counselling, coaching and behaviour modelling for the client and their caregivers/families to assist with the development of physical, social, emotion and life-skills, including all activities of daily living, interpersonal skills, meal planning and preparation, and household and budget management.
3. Acts as an advocate for the client in dispute situations by responding to problems regarding landlord-tenant issues, financial assistance, or accessing community resources, and developing workable solutions that meet the needs of the client.
4. Observes and supports individuals in appropriate medication management or provides medication reminders, in

accordance with the plan of treatment/care and established policies and procedures.

5. Observes and monitors clients in accordance with plan of treatment/care, assesses and responds in potential emergency or crisis situations in accordance with established procedures i.e. call 911. Provides feedback and recommendations to the treatment/care plan, including strategies to resolve situations, and referring for professional intervention, as required.

6. Maintains an awareness of community resources, including health care services, social, economic, recreational, employment, and educational services and resources, and other agencies and shares that information as required.

7. Facilitates client attendance at appointments, programs, and services including escorting or accompanying client to appointments, and for shopping and leisure activities, including driving a vehicle. Participates in and supervises social and recreational activities as required.

8. Teaches, demonstrates, models, and supports home maintenance and household management methods. Provides basic information to clients related to activities of daily living, e.g. housekeeping, yard maintenance, meal planning, and preparation, grocery shopping, and managing monthly living expenses.

9. Ensures a safe and healthy working environment by observing universal precautions and infection control procedures; removing obvious hazards; reporting faulty equipment, accidents, injuries, and near misses; and adhering to and enforcing rules regarding safety.

10. Participates in staff meetings, quality improvement initiatives, committees and in-services, and maintains up-to-date knowledge through involvement in work-related continuing education, as required by the employer.

11. Provides direction to volunteers and assists with orientation of new staff and education experiences of students, as well as sharing expertise with other members of the team, as required.

12. Performs other related duties as required.

QUALIFICATIONS:

Education, Training And Experience

Diploma in Community Social Services, e.g. Mental Health Worker, Community Health Worker, Resident Care Attendant/Long Term Care Aide, or Social Services Worker including post-secondary education in counselling skills training. Knowledge of legislation such as the Mental Health Act and the Guardianship Act. Knowledge of available programs, their interrelationships, and their function in delivering care in the community. Current Level C Basic Life Saving Certificate. Valid Class 5 vehicle license. Food Safe Certificate. A minimum of two years recent related experience working with persons with mental illness/ special needs including teaching life skills, or an equivalent combination of education, training and experience.

Skills And Abilities

- Ability to communicate effectively both verbally and in writing.
- Ability to deal with others effectively.
- Ability to prioritize and organize client demands made and care needs.
- Ability to problem solve.
- Ability to teach life skills.
- Sound judgment and good observation skills.
- Ability to demonstrate an appropriate level of initiative and independence.
- Ability to work cooperatively as part of a multidisciplinary team.
- Ability to promote positive change and independence.
- Physical and emotion ability to carry out the duties of the position.
- Ability to operate related equipment.

- Advocacy skills.