



## UNION JOB DESCRIPTION

**JD1183**

<b>JOB TITLE:</b>	Mental Health & Addictions Rehabilitation Worker	<b>JOB DESCRIPTION NO.:</b>	C.CI.81502i.002/C.NI.81502i.001
<b>CLASSIFICATION:</b>	Support Worker 2; Supported Employment Worker	<b>GRID/PAY LEVEL:</b>	C34; C22
<b>COLLECTIVE AGREEMENT:</b>	Community Subsector	<b>HSCIS NO.:</b>	81502; 81802
<b>UNION:</b>	BCGEU	<b>JOB/CLASS CODE:</b>	SI: 20199 CINI: 81502I
<b>PROGRAM/DEPARTMENT:</b>	Mental Health & Addiction Services	<b>BENCHMARKS (If Applicable):</b>	81502; 81802
<b>REPORTING TO:</b>	Coordinator		
<b>FACILITY/SITE:</b>	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.

Supporting a multidisciplinary care team and to assist clients experiencing mental health, addiction, behavioral and developmental problems to live successfully in the community, the Mental Health & Addiction Rehabilitation Worker provides life skills, coaching, advice, and support services for both individuals and in group settings, by determining day to day care to meet individual and/or group needs and situational requirements based on an established plan of treatment/care; facilitates employment opportunities, and supports vocational and job skills training, supervision and experience in hands on work and day-to-day work projects

### TYPICAL DUTIES AND RESPONSIBILITIES:

1. Contributes to the care planning process and the development, maintenance and delivery of the client-centered plan of treatment/care by interacting with clients to identify problems and needs, obtaining information regarding client interests, skills, suitability and job readiness, and available opportunities from a variety of sources; providing information and feedback, both written and verbal, to the Case Manager and/or multidisciplinary team on clients needs and wants; and documenting instructions received from the Case Manager and/or multidisciplinary team.
2. Documents and monitors client specific rehabilitation and vocational goals developed as a subset of and consistent with the established plan of treatment/care.
3. As directed, develops client specific rehabilitation activities that match client interests and available opportunities with the identified client specific goals, by providing support, demonstrations, life skills coaching, modeling and behavioural management skills to clients, their families and their personal networks, in areas such as:
  - maintaining personal hygiene
  - housekeeping and household management
  - grocery shopping, meal planning and preparation
  - budgeting to meet financial obligations and monthly living expenses
  - making and keeping appointments

- determine appropriate programs, services and supports
- appropriate social and interpersonal skills

4. Encourages and promotes independence and self-sufficiency for clients. Receives client feedback, inquiries and complaints, responding in accordance with established protocols and procedures. Reports regularly to the appropriate Case Manager and/or multidisciplinary team on the condition, behaviour, performance, progress and needs of clients. Acts as an advocate as required, by assisting clients with problem solving in areas such as landlord-tenant disputes, financial assistance, accessing community resources, and obtaining volunteer placements.

5. Identifies available community resources, including health care services, housing, social, economic and recreational resources and agencies and vocational opportunities by networking, following up on requests and referrals, locating prospective employers, and maintaining partnerships with government recruiting bodies and employment programs. Provides clients with related information and facilitates clients accessing community resources in support of the rehabilitation and vocation goals.

6. Promotes the abilities of clients to employers and to the community. Prepares and supports clients and employers with job placement by explaining wage related information, such as wage subsidy, and terms of placement. Attends regularly at work sites to follow up with the employer and the client to ensure that the terms of placement remain intact and that the needs and expectations of both parties are being met.

7. Organizes, monitors and participates in vocational retraining activities for clients. Provides orientation for clients working in various work experience situations by explaining the purpose for the job, directions on how the job is to be completed, timeframes, and work schedules. Monitors the progress of each client in the context of his/her performance and the demands of the job.

8. Identifies and implements short term strategies to deal with potential emergency or crisis situations and responds in accordance with established procedures, i.e. call 911, refer for professional intervention. Documents emergencies and crisis situations and steps taken and reports to Case Manager and/or multidisciplinary team.

9. Processes client payments for work experience situations, as required, including ensuring appropriate approvals are in place. Investigates and resolves discrepancies and follows up on problems. Completes and maintains related documents, reports, records in accordance with established procedures.

10. Facilitates client attendance at appointments, programs and services, including escorting or accompanying client(s) to appointments, and for shopping and leisure activities, including driving a personal vehicle. Participates in and supervises client-focused social and recreational activities as required.

11. Receives and greets clients and visitors and performs a variety of clerical duties as required, such as:

- Answering and directing telephone calls and taking and relaying messages;
- Responding to inquiries and providing routine information in accordance with established procedures, referring more complex inquiries as appropriate;
- Completing and processing required forms and documentation;
- Maintaining client records, including documenting care instructions received from the Case Manager and/or multidisciplinary team, entering data in computer programs, and contacting client or health care professionals for clarification as required;
- Filing, retrieving, photocopying and faxing documents;
- Maintaining supplies and equipment by preparing requisitions, receiving supplies, checking invoices and storing and distributing; and
- Accessing and maintaining petty cash in accordance with established procedures.
- Carries out administrative transactions such as client accounts, collecting rents and money from clients for personal items, making deposits and withdrawals.

12. Provides personal care assistance to clients as required, including all aspects of activities of daily living such as assisting with personal hygiene, feeding, toileting, lifting and transferring needs as required and set out in the plan of treatment/care. Administers medications, or provides medication reminders, as directed and in accordance with established policies and procedures.

13. Performs indoor and outdoor home maintenance duties as directed in accordance with the established plan of treatment/care, including sweeping, mopping, vacuuming, dusting, dishes, laundry, raking leaves and mowing lawns.
14. 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. Participates in staff meetings, quality improvement initiatives, committees and inservices, and maintains up-to-date knowledge through involvement in appropriate work-related continuing education as required by the employer.
15. 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.
16. Performs other related duties as required.

## **QUALIFICATIONS:**

### **Education, Training And Experience**

Diploma in Community Social Services or health related program, such as Human Services, Mental Health, Life Skills & Career Development, or Practical Nursing; Two (2) years recent, related experience; Recognised post basic education related to mental illness and addiction, such as Counseling Skills training; knowledge of applicable 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; and Knowledge of the local labour market; or An equivalent combination of education, training and experience. Current Level "C" Basic Life Saving Certificate. Food Safe certificate. Valid BC Driver's License

### **Skills And Abilities**

- Communicate effectively, both verbally and in writing.
- Establish and maintain rapport with clients.
- Deal with others effectively.
- Prioritize and organize client demands made and care needs.
- Analyze and resolve problems.
- Teach life skills.
- Sound judgment and good observation skills.
- Work independently, demonstrating initiative, with limited supervision.
- Work cooperatively as part of a multidisciplinary team.
- Promote positive change and independence.
- Physically carry out the duties of the position.
- Operate related equipment, including a computer