



JOB POSTING

Competition Number 2025-16

Union/Non-Union: OPSEU
Position: Housing Success Outreach Worker
Status: One (1) Permanent Full Time
Program: Housing Program
Initially assigned to: 194 Main Street West

Purpose:

Under the supervision of the Program Manager, the Housing Success Outreach Worker provides flexible, housing-based unit support and service coordination for individuals living within various rent supplement programs managed by CMHA-NBD. This Housing Success Outreach Worker will work collaboratively with other members of the CMHA Housing Success Team, tenants, landlords and support providers to mitigate risks to housing stability and tenure and decrease the risk of re-admission to hospital and inappropriate use of justice and emergency services.

Education and training:

- Proof of successful completion of a post-secondary education in Social Services or related field.

Requirements:

- A negative Police Vulnerable Sector Check
- A valid Class G driver’s license and proof of insurance
- Daily access to a reliable vehicle
- Current First Aid and CPR certificate required
- Current Non-Violent Crisis Intervention (NVCI) training or willingness to obtain
- Current Applied Suicide Intervention Skills Training (ASIST) or willingness to obtain
- Able to lift at a minimum 20 lbs. from squatting to standing position
- Bilingualism (English/French) is required

Experience:

- Minimum 1 to 3 years of experience working with vulnerable populations, specifically adults living with a serious and persistent mental illness and/or acquired brain injury (ABI) and/or Addictions and/or complex healthcare needs providing assessments and rehabilitation services
- Experience working in a community setting and strong knowledge of community resources, client assessments, goal planning, life skills development and support

Knowledge/Skills/Abilities:

- Basic working knowledge of computer software
- Ability to work cooperatively and independently with minimal supervision and as part of a team
- Effective problem solving and decision-making skills
- Proficiency in managing challenging behaviours
- Excellent interpersonal/verbal/written communication skills
- Ability to maintain confidentiality as per PHIPA (Personal Health Information Protection Act)
- Working knowledge of the Mental Health Act, Residential Tenancy Act and the Health Care Consent Act
- Knowledge/experience using the principles and practices of psychosocial rehabilitation
- Strong knowledge of community resources, client assessments, goal planning, life skills development and support
- Demonstrable knowledge of housing and homelessness resources and legislation
- Demonstrable knowledge of mental illnesses, treatments, and client support options
- Demonstrable knowledge of the Residential Tenancy Act
- Demonstrated critical thinking

Personal Suitability:

- Commitment to continuous learning
- Demonstrated positive work record and good attendance
- Demonstrated commitment to client and family-centered care
- Willing to work flexible hours; days, evenings, weekends, and holidays

Selection Process:

Candidates will be selected for the position based on their skill, ability, experience, and qualifications as identified in their resume

Shift:

Days, evenings, weekends, and holidays

French Language Services Required:

Bilingualism is required. If no bilingual candidates (both internal and external) meet the qualifications, unilingual candidates will be considered

Salary:

\$25.74– \$28.35/hour
 \$46,846.....\$51,597* (*based on full-time hours)

Send resume and cover letter via email

Please note the job Competition Number (see above) in the subject line of the email:

careers@nbd.cmha.ca