

CANADIAN MENTAL HEALTH ASSOCIATION
Edmonton Region

POSITION TITLE: **Tenant Support & Community Liaison Coordinator**

SALARY SCALE: \$ 21,116.00 – 27,790.00 (0.52 FTE)

ACCOUNTABILITY: The position reports to the Manager Housing Services

DESCRIPTION:

The Tenant Support & Community Liaison Coordinator, (the Coordinator), is responsible for the coordination, implementation and evaluation of support services provided to CMHA-ER and community partner housing tenants. Additionally, the Coordinator acts as community liaison in accordance with the agency mandate and the program's goals and objectives. The Coordinator is a member of the Housing Services Team.

RESPONSIBILITIES:

Tenant Support

- Provides service coordination and recovery support to tenants with persistent and severe mental illness; provides home and office visits
- Provides ongoing assessment of tenant's mental state, independent living skills, self esteem, interpersonal skills and leisure time planning
- Assists tenants in the expansion of their social networks
- Provides service coordination, crisis intervention, stabilization, and discharge planning as needed
- Addresses issues related to symptoms of mental illness, symptoms of medication (or medication non-compliance), medication compliance and follow through of treatment plans
- Consults with tenant's support network, health care providers and Manager, Housing Services as required
- Researches and identifies community resources appropriate for tenants.
- Participates in On Call rotation

Community Liaison

- Participates in public relations activities as required and represents the agency to other service providers and the general public
- Attends interagency committee meetings as assigned
- Provides agency tours and orientations as required
- Develops and maintains relations with other agency programs as well as community networks
- Promotes the Housing Services program in the agency and community
- Performs other duties as assigned

Planning and Implementation

- Participates in on-going program development, long-range planning, and evaluation
- Carries out evaluation activities
- Participates in policy and procedure review and recommendation
- Collects outcome data according to agency and funder requirements
- Participates in team building and staff team meetings, in-services and educational activities
- Maintains a current knowledge of mental health interventions and issues

Administration

- Maintains and audits current and accurate tenant records on tenant data base
- Collects statistical data according to agency and funder requirements
- Prepares and submits monthly reports as required
- Assists in the preparation of quarterly and annual reports as required
- Participates on agency committees

Budgeting and Resources

- Contributes to the development of grant proposals
- Manages a petty cash fund as required
- Prepares cheque requisitions for budgeted program expenses
- Recommends program expenditures

COMPLEXITY:

The Tenant Support & Community Liaison Coordinator is responsible for the coordination, implementation and evaluation of housing support services. The Coordinator provides short term, as needed support to CMHA-ER and community partner tenants who live independently yet may experience fluctuating wellness. Working in partnership with tenants, the Coordinator supports establishing mental health recovery goals; uses problem-solving, conflict resolution and crisis intervention skills; and maintains liaisons with community services and mental health treatment teams. The Coordinator recommends programs and services to tenants, supports tenants in community engagement and makes referrals as appropriate. She/he is responsible for working independently in the community and requires sound critical thinking skills.

The Coordinator must possess high ethical standards of practice and must set tenant-staff boundaries sensitively and appropriately.

REQUIRED KNOWLEDGE:

- Mental health/illness, psychiatric diagnoses
- Working knowledge of medications and symptom management
- Assessments (mental state, risk, functional ability, person in environment)
- The mental health system and regional and community resources
- Working knowledge of psycho-social rehabilitation and the ability to apply these principles
- Conducting safe home assessments

SKILLS:

- Supportive counselling
- Assessment and interviewing skills
- Group facilitation skills
- Time management skills and the ability to work independently
- Ability to function as a member of a multidisciplinary team
- Advocacy, networking and negotiation skills
- Excellent interpersonal skills

SUPERVISION RECEIVED:

- Overall direction through annual goal setting and performance review process with Manager
- Monthly individual supervision meetings and additional consultations as required
- Monthly reports
- Review of working documents as required

INDEPENDENCE/DECISION-MAKING:

The Coordinator makes decisions regarding: the daily and weekly scheduling and allocation of time; program implementation in keeping with the program mandate and program resources; individual case management decisions; consultation with external mental health professionals about tenants; and appropriate action in emergency or crisis situations. All critical incidents are reported to the Manager, Housing Services. The Coordinator uses their creativity, takes initiative to act and works autonomously within the scope of the job description. The Coordinator works with the Manager to recommend: program development ideas; budget allocations; program purchases; funding proposals; program evaluation activities; and operating policy and procedures. The Coordinator refers all agency and interagency system/administration concerns; major budget considerations; expenditures over \$500.00; professional development; holiday and other leave requests to the Manager.

QUALIFICATIONS:

- Graduate from a recognized post secondary human services program and a minimum of three years of recent community mental health and case management experience. An equivalent combination of education and experience may be considered
- Assessment, interviewing, and supportive counselling skills
- Knowledge of service coordination and psychosocial rehabilitation practice
- Conflict resolution and crisis intervention skills
- Excellent interpersonal skills
- Excellent written and verbal communication skills
- Able to work with a high degree of independence
- Must be willing to work flexible hours
- Have ready access to a reliable vehicle and carry supplementary insurance
- Must be very organized and able to manage own time effectively
- Strong professional and work ethic
- Willing to seek out and accept peer/supervision, direction and feedback
- Able to provide a recent clear security clearance
- Registration with professional body if applicable (i.e. ACSW)