



POSTING (BCGEU)

JOB TITLE: Mental Health Support Worker (Housing Retention Wellness Worker)

STATUS: Permanent Full-Time

AREA OF WORK: Aster Place, 2520 Smith Street, Richmond

DAYS OF WORK: Monday – Friday

HOURS OF WORK: 8 am – 4 pm

GRID LEVEL: 13 - JJEP Wage Grid

Job Summary

Working in and from the work site, the Mental Health Support Worker (Housing Retention Wellness Worker) works under the direction of Management to provide mental health services to residents. Observes and documents the residents' health condition and environment, encourages independence, refers residents to health services and resources.

Functions and Responsibilities:

Under direction of the Site Manager, it is the Mental Health Support Worker's (Housing Retention Wellness Worker) responsibility to:

1. Monitors residents by methods such as observing resident's health condition and environment including functional ability, living arrangement, and family supports
2. Documenting behavioral, physical and cognitive changes in accordance with standard procedures or specific directions, reporting significant and unsafe observations, and recommending adjustments to treatment plans to enable independence
3. Implements personalized mental health care plan, with an emphasis on encouraging healthy living habits, strong interpersonal connections, and emotional well-being
4. Provides input and feedback in the care planning process by participating in team reports and care conferences, discussing/recommending changes to mental health treatment plans and collaborating with multidisciplinary teams. Encourages clients to attend appointments and medical follow up in coordination with the care team.
5. Maintains an awareness of community resources and makes this information available to clients, while respecting their individual goals.
6. Assists clients in obtaining housing, economic assistance, health services, employment opportunities through advocacy and facilitating resource connection
7. Collaborating with medical services, familial connections, and personal networks to provide individualized mental health support and crisis intervention.
8. Advocates for clients and connects them to appropriate services while encouraging independent living through successful development of physical, social, emotional, and life skills
9. Supports client with daily living and hygiene needs and maintaining a safe and clean environment
10. Provides medication support and ensures adherence to medical plans
11. Attends and participates in staff development programs, team meetings, and other meetings as required.



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12. Assists with orientation of new staff, and intakes, and provides mentorship to Support Workers
13. Required to work across all worksites as operationally needed.
14. Performs other related duties as assigned

Education, Training & Experience:

8. A minimum of two (2) years of experience working in a social service role, focusing on mental health and addictions support, or an equivalent combination of education, training and experience working with individuals with complex mental health concerns
9. Completion of a post-secondary degree in Social Services, Psychiatric Care, Mental Health and Addictions, or a related field
10. Certificates in Narcan Training, Standard First Aid/CPR , and NVCi
11. Successful completion of a Criminal record check

Skills & Abilities:

- Ability to work in a harm reduction environment which includes an observed consumption area, as well as familiarization with the principles of harm reduction.
- Physical ability to carry out the duties of the position.
- Able to work independently with minimal supervision, exercise initiative and good judgment
- Ability to operate related equipment.
- Ability to communicate effectively, both verbally and in writing.
- Ability to organize and prioritize.
- Ability to observe and recognize changes in clients.
- Ability to establish and maintain rapport with clients, staff and management and collateral service providers.
- Home management skills.
- Ability to instruct.
- Ability to analyze and resolve problems.
- Conflict resolution and crisis intervention skills.
- Ability to assist with medication support and to follow established policies and procedures.
- Advocacy skills.
- Ability to work in a low barrier housing environment with sensitivity to the population of shelter and supportive housing environments.

This position is open to all qualified individuals and requires membership in the Union. The successful applicant is not required to operate their own vehicle to perform the position's duties.

APPLY BY: December 12, 2025 at 5 pm

APPLY TO: hr@communitybuilders.ca