Posting: 2026- #517
Date: October 16, 2026

COMMUNITY BUILDERS

POSTING (BCGEU)

JOB TITLE: Mental Health and Outreach Worker
STATUS: Permanent Full-Time
AREA OF WORK: Burrard Respite, 1430 Burrard Street, Vancouver
DAYS OF WORK: Monday – Friday
HOURS OF WORK: 9 am – 5 pm
GRID LEVEL: 13 - JJEP Wage Grid

Job Summary

Working in and from the work site, the Mental Health and Outreach 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, and refers residents to health services and resources.

Functions and Responsibilities:

Under the direction of the Site Manager, it is the Mental Health and Outreach Worker's responsibility to:

1. Monitors residents by methods such as observing residents' health condition and environment, including functional ability, living arrangement, and family support
2. Documenting behavioural, 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. Implement a 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, and employment opportunities through advocacy and facilitating resource connections
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 the client with daily living and hygiene needs and maintains 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.
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.

COMMUNITY BUILDERS

14. Performs other related duties as assigned.

Outreach component:

1. Provide individualized housing case work to residents transitioning from shelters into supportive or long-term housing.
2. Support participants with housing searches, applications, subsidy paperwork, and viewings.
3. Administer and expand housing subsidies (e.g., Canada-BC Housing Benefit) and provide follow-up support to ensure retention.
4. Build and maintain relationships with landlords; act as liaison and mediator when required.
5. Facilitate Housing Readiness Info Sessions across multiple Community Builders sites.
6. Track participant progress and outcomes in HMIS, including housing placements, diversions, and retention rates.
7. Proactively support shelter residents with identification, health referrals, and documentation required for housing.
8. Provide eviction-prevention support, including short-term financial assistance and landlord advocacy.
9. Accompany participants to medical, mental health, employment, cultural, or community appointments.
10. Assist with ID replacement and access to government benefits.
11. Provide coaching in life skills, budgeting, and tenancy responsibilities.
12. Connect participants to basic needs support, including food, hygiene items, and mobility supports.
13. Participate in team meetings, case reviews, and cross-program collaboration to ensure holistic and coordinated support.
14. Maintain accurate records, documentation, and reporting in compliance with funder and organizational requirements.

Education, Training & Experience:

- 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
- Completion of a post-secondary degree in Social Services, Psychiatric Care, Mental Health and Addictions, or a related field
- Certificates in Narcan Training, Standard First Aid/CPR, and NVCI
- Successful completion of a Criminal record check
- Valid driver’s license.

COMMUNITY BUILDERS

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: October 23, 2026 at 4 pm

APPLY TO: hr@communitybuilders.ca