

Pathways to Housing Program Edmonton



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Edmonton, AB
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Position Description: Program Support Assistant

Summary Profile

Boyle McCauley Health Centre's Pathways to Housing Program in Edmonton ends homelessness for people who suffer from complex psychiatric illnesses, usually co-occurring with problematic or addiction substance use issues, together with significant medical and social problems, by:

- providing immediate access to permanent independent housing without requiring treatment or sobriety as a precondition for housing;
- providing outreach community support and treatment with a philosophy that is founded in the principles of consumer choice and harm reduction; and
- providing services which are 'Best Practices' evidence informed and contributing to such evidence to find new and effective approaches to recovery and community integration for this marginalized population.

Reporting to the Program Director, the Program Support Assistants provide a variety of functions including coordinating Team and Client activities and schedules; reception, clerical tasks and other assistance to meet Client and Team needs; preparing program reports; providing a central communication hub for staff communication and safety; supporting electronic client records and troubleshooting. These tasks all require that Program Support Assistants maintain a base line knowledge of each client's current situation, recovery goals and case management plan.

Duties

1. Attends daily Team meetings to keep current with the status clients to be able to complete any assigned tasks relating to client service such as relaying information, setting up appointments, etc.
2. Performs receptionist duties. Carefully records client interactions on the phone or in person. Triage to address issues directly or to report issues to the appropriate Team member as required.
3. "Command central" for Team members, coordinating communications and activities with Team working in the community throughout the day, including trouble-shooting issues and precipitating emergency protocols should the situation warrant.
4. Conducts client service tasks as called upon to do so such as confirming appointments, arranging meetings, purchasing or picking up goods/materials, etc. This may include assisting in client services, transporting clients to appointments, helping clients shop, etc.
5. Provides support for Client and program financial matters, including liaising with Client financial management, coordinating 3rd party payments with income sources, and assisting the Office Manager with financial record keeping.
6. Provides administrative support for the work of the Team, such as scanning/faxing, filing, updating records, making phone calls etc.

7. Attends and prepare minutes for Clinical, Housing and other meetings, and prepare agendas as requested.
8. Maintains electronic data base/filing systems. Liaises with database support to resolve issues. As required enters the data according to the standards set and generates reports for internal or external use as required. Trouble shoots data entry problems as required.
9. At the Director's request develops and maintains Program reports in a variety of formats e.g. excel spreadsheets, power point, etc. May collect data and analyze data for special projects as required.
10. IT liaison for troubleshooting technology equipment problems such as computers, cell phones and multimedia equipment.
11. Maintains confidential paper files and ensures compliance with the Health Information Act requirements.
12. Participates in required Program and BMHC related training and meetings as required.
13. Performs other duties as assigned.

This is a permanent, full-time position with hours of work of 8:30am-4:30pm, Monday thru Friday. Salary range is \$20.34 - \$25.96 per hour (\$39,665-\$50,624 per year); comprehensive benefits package.

Qualification Requirements

- Human Services or Health related degree or diploma. An equivalent combination of education and directly related experience may be considered.
- Advanced IT/computer skills – Windows Office suite, database software, electronic client files, and iPhones.
- Some experience with basic bookkeeping principles.
- Experience in working with people who have mental illness, addictions, a history of homelessness and/or a history of trauma, knowledge of the principles of Housing First and Harm Reduction, and experience with culturally appropriate approaches for Indigenous people and people from other cultures, would all be assets.
- Successful experience in teamwork.
- Proven record of being well-organized, detail-oriented and efficient.
- Responsible and punctual; good communication skills/literacy (written, oral, computer); a continuous learner.
- Valid driver's license (non-GDL)

Please note the following will be required for this position: Police Record Check with Vulnerable Sector Check; Child Welfare Intervention Check; valid Class 5 Driver's License; and Standard First Aid and CPR.

Applications must include a cover letter (outlining which position you are applying for, your interest in the position and confirming the required driver's license) and a detailed resume, and must be received via email only by June 17, 2020 to:

Wendy Bouwman Oake, Program Director - Pathways to Housing Program

wendyb@bmhc.net