

## Program Assistant, COPE, Ajax/Pickering (Part-Time)

Reporting to the Manager, Mental Health and Wellness, the Program Assistant provides support, guidance and assistance to clients and volunteers. The Program Assistant is responsible for the day-to-day provision of services including client assessments, volunteer support, and group facilitation when necessary.

Responsibilities include but are not limited to:

### **Client Services:**

- Completing client assessments and re-assessments to determine service eligibility and referral needs
- Linking and referring clients to services offered inside and outside of the program
- Placing clients in appropriate groups based on assessment results and client goals
- Providing follow up support when requested by group facilitators/ program coordinators
- Providing brief one-to-one emotional or goal-oriented support
- Reviewing crisis supports, symptom management, and relapse prevention with clients

### **Administration:**

- Documenting all client notes (narratives) into CIMS
- Researching outside supports and educational materials that may prove beneficial for clients
- Monitoring quarterly statistics
- Participating in staff meetings
- Monitoring client absenteeism and maintaining accuracy regarding client and volunteer service status
- Responding to group facilitator inquiries
- Assisting, supporting, monitoring, and maintaining volunteer activity, resource management, enrolment, retention, discharge, and data entry into CIMS

### **Qualifications required:**

- Post-Secondary diploma/degree in mental health or related fields (Social Work, Psychology, Human Services)
- Experience working with clients from diverse backgrounds experiencing a variety of mental health issues
- A solid working knowledge of mental health service delivery
- Experience in community-based mental health services an asset
- Experience conducting client assessments
- Comprehensive knowledge of Microsoft Office Programs (Outlook, Word, PowerPoint, Excel)
- Satisfactory Police Vulnerable Sector Check
- Sensitivity to adults with needs related to aging, physical and/or mental health
- Adhere to all safety protocols including COVID-19 safety practices and all full vaccinations that align with current public health regulations where medically able in accordance with our Immunization Policy



**Community Care Durham**

SUPPORTING PEOPLE, STRENGTHENING COMMUNITY

- Must work in a safe manner and promote the health and safety of all staff, volunteers, clients, and the community as outlined within CCD policies

**Compensation:** Starting at \$19 per hour, plus 6% vacation pay

\* Pay will be commensurate based on education and experience

**Please apply in writing referencing posting #2022-214 outlining qualifications and experience by 4:00pm on Friday, October 14, 2022 to Human Resources, Community Care Durham email: [careers@communitycaredurham.on.ca](mailto:careers@communitycaredurham.on.ca)**