



Internal/External Posting

Client Support Specialist, Among Friends

Contract Full-Time Position: 35 Hours per week

Contract Length: 6 months (with possibility of renewal)

Salary Range: \$27.05 - \$32.47 per hour

Expected Start Date: January 3, 2023

LAMP Community Health Centre is a multi-service, community based charitable organization that provides a wide range of programs and services to improve a person's health. LAMP uses a co-ordinated approach to connect people to medical services and other programs that build personal resources. By providing services that improve physical, emotional, social and economic well-being, people can better control their health and environment.

Job Summary

Under the direct supervision of the Manager, Adult Programs, the Client Support Specialist coordinates a mental health program designed to provide psychosocial and recreational activities to the LAMP community. Working within program objectives and organisational goals, the coordinator provides community and organisational support for social/recreation programs, mental health promotion, outreach and education, and advocacy.

The incumbent will ensure that all organizational policies are followed.

Primary Responsibilities

- Coordination of a community-based social/recreation program for isolated adults who live with mental disorders.
- Complete comprehensive intake and OCAN assessments with member and provide case management.
- Liaise with the facilities staff on operational and management of the Among Friends location (1650 sq. foot).
- Support applications for funding opportunities when appropriate.
- Work collaboratively with LAMP programs and community resources to provide services and referrals.
- Actively participate in outreach, advocacy, community education and resource development.
- Provide quarterly reports to LAMP Community Health Centre.
- Assist with and occasionally provide social/recreation program planning, delivery and evaluation.
- Participate in advocacy in the mental health and addictions sector.
- Create and maintain a welcoming and supportive environment for members.
- Support and promote the philosophy, goals, objectives and standards of the Among Friends Program.

Required Qualifications

- Masters Degree in Recreation or Social Work with a major in Therapeutic Recreation (or related Degrees combined with experience).
- Two years' experience in a community mental health setting and two years of program and resource management experience.
- Experience in using OCAN and Pirouette.
- Working knowledge of Mental Health Policy, Mental Health Reform, Determinants of Health, Recovery Model for Addictions, and Harm Reduction.
- Strong skills in strategic partnership development and the ability to work with external community agencies and internal programs of LAMP Community Health Centre.
- Experience with formal and/or informal mental health assessments, referrals and crisis intervention.
- Facilitation experience and skills related to the development, implementation and evaluation of social/recreation and health promoting programs and services.
- Ability to understand and apply Health Promotion, Anti-Oppression, Harm Reduction and the principles of community based practice.
- Excellent ability to perceive and be sensitive to the feelings and attitude of others, as well as be able to address problems in a prompt and non-defensive manner.
- Effective multi-tasking skills with excellent attention to detail for accuracy and thoroughness.
- Committed to quality service provision through accurate, friendly and professional staff/member relations.
- The ability to work effectively in a variety of situations and be able to demonstrate patience when dealing with challenging behaviours.
- Excellent interpersonal skills necessary to work effectively across all levels of the organization's diverse workforce.
- Excellent communication skills, both verbal and written, with the ability to clearly convey information and ideas.
- Positive attitude and dependable with strong initiative and the ability to work both independently and in a team oriented atmosphere.
- Valid First Aid and CPR certificates are required and must be kept current every three years.
- Knowledge of LAMP Community Health Centre, the South Etobicoke community, and/or a second language that is reflective of the community being served are all preferable assets.

Proficiency in the Following Computer Skills

- Solid working knowledge and ability to navigate a PC windows environment, including shared drives.
- Solid knowledge and experience in using OCAN and Pirouette.
- Strong skills and experience using Microsoft applications (Word, Outlook, Excel, PowerPoint & Publisher).
- Experience and accuracy using database applications.
- Strong skills and ability to easily navigate the internet/intranet environment.
- Ability to learn new software quickly and willingness to continuously develop technology skills

Working Conditions

- This position requires evening and weekend commitments, and also with some work to be done outdoors occasionally.
- Must be able to work in a fast paced, multi-faceted environment and make quick decisions.
- It entails stress from working with participants that at times might exhibit challenging behaviours, and being confident and competent in dealing with clients in crisis, distress and dealing with trauma.
- Occasional travel with members on public transportation.
- Must be able to work in a fast paced, multi-faceted environment and make quick decisions.
- Ability to effectively understand the appreciation of guiding fundamentals at LAMP, i.e. Health Promotion, Anti-Oppression; Harm Reduction and the principles of community-based practice. "Walk the talk."
- There is an expectation for all employees to participate in two events per year for the agency; these events may be during the evening or on a weekend.

Physical Requirements

- Occasional data entry, with short periods of time sitting stationary in front of a monitor while keyboarding.
- Ability to balance all job requirements in a busy atmosphere, including responding promptly to all communication.
- Occasional standing for extended periods of time and some occasional lifting may be required.
- Demonstrates good and safe work habits, and maintains a clean working environment.
- Ensures that staff and clients are compliant with LAMP's Health & Safety regulations and LAMP's policies and procedures, including the immediate reporting of any breaches of Health & Safety or Environmental incidents, accidents or concerns to their respective manager/supervisor and/or the Director, Human Resources and Operations.

As part of our mandate for inclusivity, reasonable accommodations can be made for all incumbents to perform the described physical functions of the job.

LAMP Community Health Centre is dedicated to achieving a workforce that reflects the diversity of the community it serves and encourages applications from equity seeking groups.

Please send your resume with a cover letter to **Human Resources**:

Email Address	recruiting@lampchc.org
Subject	Job Opening for Client Support Specialist, Among Friends
Internal Deadline	5:00 p.m. on Monday, November 21, 2022
External Deadline	5:00 p.m. on Monday, November 28, 2022

We thank all applicants for their interest. However, only those selected for interviews will be contacted.