



WHOLE WAY HOUSE
RECONNECT. REBUILD. RECENTER

Program Assistant

Job Description

June 2020

Department: Programs
Location: Veterans Manor, 310 Alexander Street, Vancouver, BC / other locations in Vancouver
Reports to: Manager

Job Summary:

SPECIAL CONTRACT: Pandemic Response Plan; COVID-19.

Our Program Assistant will assist with our Meal Delivery program, report to their manager, assist in cleaning and sanitizing high traffic areas as well as cleaning and organizing storage areas and program supplies, as well as assist in other errands or jobs as needed. This will include establishing supportive relationships with the residents, engaging residents to participate, providing support and access to community resources. This will also involve coordinating volunteers. The Program Assistant role may involve some on-call shifts. Program Assistants will work with an at risk population with complex issues including, addiction, mental health and disabilities. The Program Assistant may be exposed to individuals who are intoxicated, second hand smoke, and other scenarios and behavioural issues that can be more common in the DTES. The Program Assistant will also work with the Tenant Support Worker(s) by sharing resident needs and information, allowing the Tenant Support Worker to create support plans and a continuum of care outline, as well as outreach and collaboration with other community organizations and events. The Program Assistant will spend their time preparing for and facilitating our Meal Delivery program as well coordinating volunteers and tracking data.

Main Duties and Responsibilities:

- Set up and facilitation of the Meal Delivery program
- Take inventory and coordinate supply orders
- General cleaning
- Hosting and coordinating volunteers and partner organizations for programs (and/or working with a volunteer coordinator)
- Developing respectful and trusting relationships with clients
- Work collaboratively in a team and with partner agencies
- Linking clients to tenant support services
- Providing a safe space for support for the residents, including engaging them in participating in programs and accessing resources available to them
- Keeping up to date and accurate records regarding resident and program data, progress, success, feedback and potential development

Requirements, knowledge and experience:

- Experience in community mental health, forensic mental health and crisis intervention an asset
- Experience working with homeless individuals preferred
- Working knowledge of psycho-social rehabilitation and recovery principles an asset
- Experience in direct services delivery to adults in poverty with mental illness and concurrent disorders and addictions
- Able to effectively identify and solve problems and follow through on initiatives.
- Excellent interpersonal skills
- Good written, reading and verbal communication skills
- Good assessment skills



- Agreement with Whole Way House's Mission Statement
- Able to maintain confidentiality, ethically, regarding sensitive matters regarding the organization and its clientele.
- Related experience working with community support programs and one on one counsel.
- Valid Class 5 driver's license preferred (not required)
- Proficient use of Microsoft Office and Google Drive
- Ability to work independently; self-motivated and disciplined. Ability to work with a team, cooperative, contribution-oriented
- Willing to complete relevant courses and workshops (provided by WWH or our partners) as assigned by the Executive Director

Behavioural Competencies:

- **Adaptability / Flexibility** - Adjust approach to meet needs of changing conditions, situations, and people to work effectively in difficult or ambiguous situations.
- **Self-Care** - Deliberately and continuously apply professional and personal self-care to sustain optimal productivity and maintain physical, mental, spiritual and emotional health.
- **Self-Management** - Manage emotions and strong feelings while maintaining calm and tactful demeanour under a broad range of challenging circumstances.
- **Teamwork and Cooperation** - Work collaboratively and productively across the organization to achieve common goals, while demonstrating respect, cooperation, collaboration, and consensus building.

Working Conditions:

- **Work Location** - Work is generally performed indoors, with up to 30% of the time spent outdoors in all types of weather.
- **Physical Requirements** - Duties require extended periods of standing and/or walking. Duties require occasional periods of climbing, pulling/pushing items, lifting/carrying items, keyboarding, reaching with hands and arms, stooping, kneeling, crouching, or crawling. Must be able to lift up to 50 lbs occasionally. The employee is required to see, talk and hear.
- **Work Conditions** - This position may be required, at times, to work in an environment often dealing with clients in crisis brought about by diverse problems. The ability to function independently and frequently under pressure, while managing multiple concurrent tasks including emergency situations is an ongoing expectation of this position.
- **Hours of Work** - This position typically works 2-3 day per week onsite for roughly 6 hours per shift. Some work on scheduled days off may be required. Moderate overtime may be required. Work on weekends and statutory holidays may be required.
- **Hazards** - Job requires some interaction with the public some of whom may be upset, abusive, and/or violent. Job requires working with people in unhealthy conditions and may include exposure to bodily fluids, lice and bedbugs. Employee may be required to hear about clients' lives which may be troubling or upsetting, and may cause emotional issues including vicarious trauma.
- **Other** - Due to the nature of the job, and our commitment to a safe environment, the candidate is subject to a criminal record check and must submit a current Driver's Abstract.

The above statements are intended to describe the general nature and level of work performed by people assigned to this position. They are not intended to be construed as an exhaustive list of all responsibilities duties and skills required of personnel so classified.