



MADISON COMMUNITY SERVICES

POSITION DESCRIPTION

POSITION TITLE : **Part Time Engagement and Support Worker (Supportive Housing Program) – 1 Year Contract**

PAY RATE : **\$25.26 per Hour**

REPORTS TO : **Manager, Housing Programs**

ABOUT MADISON:

Madison Community Services is a non-profit organization dedicated to promoting independence, health, recovery, and community integration for individuals living with mental health challenges. We achieve this through the delivery of client-centered, recovery-oriented case management, supportive housing, and a wide array of mental health and settlement services.

Madison is committed to achieving high standards of care that are evidence-based, client-centered, recovery-focused, and aligned with Accreditation Canada's standards. We are dedicated to continuously improving our quality of services through measurable outcomes and performance indicators.

POSITION SUMMARY

Engagement and Support Workers provide residential support to clients and play a vital role in delivering recovery-oriented, client-focused care that is consistent with Accreditation Canada's standards on Mental Health and Addictions Services.

The worker is responsible for supporting clients in areas such as promoting health and safety, meal preparation, activities of daily living (ADLs), facilitating group supports, and encouraging cleanliness and life skills—all aligned with best practices in Safe and Effective Care and Service Excellence.

This position reports to the Program Manager, Housing Programs. However, senior management in Madison Community Services in relations to Operations responsibilities, funding compliance, and accreditation standards may also provide guidance.

DUTIES, RESPONSIBILITIES, AND RELATED TASKS

1. Organizational

- Promote and monitor health and safety in accordance with Accreditation Canada's Work life and Workforce standards, including psychological safety.

- Ensure compliance with Madison's policies, procedures, and supportive housing guidelines.
- Report safety hazards promptly to management to maintain a safe environment for staff and clients.
- Support Madison's mission to foster client autonomy, inclusion, and mental wellness through all services.
- Uphold client rights, dignity, and confidentiality in line with the Ethics Framework and Client Safety Standards from Accreditation Canada.
- Comply with Madison's policies, standards, guidelines and procedures.
- Encouraging and supporting clients to maintain a clean and appropriate apartment, including developing a schedule and support for various ADL's of clients.
- Other work related duties that may be developed or assigned by the Program Manager, Housing Programs as needed.
- Work from a recovery framework in achieving the organization's mission, which is: to promote the health, independence, recovery and community integration of persons with mental health and/or addictions challenges through advocacy, education and the provision of a broad range of community based and housing support services.
- Meet and conduct interviews to potential clients and their support team before move-in using approved intake and assessment tools.
- Orient new residents to the building, emergency protocols, and expectations.
- Follow infection prevention and pest control protocols per Infection Prevention and Control (IPC) standards.
- Provide support with daily routines, meal planning, and wellness strategies.
- Facilitate group coaching, peer-led activities, and psychoeducation in accordance with recovery principles
- Performs other job related duties as assigned by the Program Manager, Housing Programs or other management team members as appropriate.
- Work independently and collaboratively in accordance with interdisciplinary team-based care standards

KNOWLEDGE, SKILLS AND QUALIFICATIONS

- Bachelor's degree; college diploma in a related field or a combination of education/experience.
- Minimum 2 years' experience as a Social Service Worker/ Developmental Service Worker and working directly with clients dealing with substance use and mental health issues.
- Awareness of and sensitivity to the philosophies of supports and services with people who have mental health challenges.
- Effective conflict resolution, crisis intervention and de-escalation skills.
- Excellent communication skills.
- Commitment to excellence in support and services.
- Familiarity with harm reduction, recovery-oriented practice, and housing-first models.
- Strong crisis intervention and de-escalation skills consistent with Accreditation Canada's Crisis and Emergency Preparedness standards.
- Knowledge of trauma, stigma, and systemic barriers experienced

- Experience supporting people who have mental health challenges; experience related to supporting persons with schizophrenia an asset.
- Life Skills Certification an Asset.

WORKPLACE ENVIRONMENT

The Supportive Housing program operates in a high-support housing environment. Staff should expect exposure to second hand smoke, substance use, and varied client behaviors related to mental health and/or developmental challenges.

COMMITMENT TO EQUITY, DIVERSITY, AND INCLUSION

Madison Community Services is an equal opportunity employer committed to building an inclusive, accessible, and equitable workplace. We strongly encourage applications from individuals who identify as Francophone, BIPOC, Indigenous, LGBTQ2S+, persons with disabilities, and newcomers. *Accommodations are available upon request throughout the hiring process.*

We encourage all applicants to review Madison's website to learn more about us at www.madisoncs.org

We thank all applicants for their interest, however only those candidates selected for an interview will be contacted.