

Job Description
Program Assistant, Arrowhead Clubhouse
Community Action and Engagement

Summary:

The Program Assistant for Arrowhead Clubhouse creates a safe and effective clubhouse environment where members are able to see themselves as valued participants in the clubhouse community. The Program Assistant delivers frontline services, working side-by-side with members and reports to the Program Lead.

Key Duties and Responsibilities:

- Facilitates an environment where members' aspirations regarding clubhouse participation, employment, education, housing, and social involvement can be realized.
- Works side-by-side with members to increase their self-esteem and employability by executing skill building activities in:
 - garden preparation, planting, weeding, watering and harvesting
 - minor repairs and janitorial services
 - clerical and reception skills
 - purchasing, preparing and serving healthy, affordable meals
 - research to find employment, education, and housing options
- Ensures operations of the clubhouse meet the standards of Clubhouse International.
- Calmly and proactively deescalates potential conflicts and facilitates the arrival of the desired outcome creating an inclusive, respectful and effective environment for members and staff while promoting models of safe and healthy practices.
- Leads program activities including set up and take down of equipment and supplies to ensure smooth delivery.
- Collaborates with the program Lead, program staff and members to develop and implement policies, procedures and programs.
- Works with the Lead to ensure members have opportunities to be engaged in program oversight, development and implementation.
- Prioritizes, and utilize time management skills to meet the changing needs of members.
- Conducts new member orientations and engaged members through encouragement and appreciation for their help with a focus on abilities.
- Ensures the clubhouse and surrounding grounds are open on time in good operational order and ready to receive the members.
- Responds to needs of members with practical guidance and advice.
- Assists and advocates for members in obtaining entitlement benefits, psychiatric and medical treatment, and in utilizing other community resources, as needed.
- Supports members to engage in social interactions and increase their awareness and access to community resources.
- Collaborates with other SCCSS programs.
- Ensures effective service delivery consistent with agency mandate and policy.

Qualifications:

- Post-secondary degree in a related field or the equivalent in education and experience.
- Solid understanding of the strengths and challenges experienced by adults living with mental illness.
- Ability to collaborate and connect with other community resources and supports.
- Good understanding of the clubhouse model and Clubhouse International standards.
- A minimum of 2 years of experience in a related program.
- Belief in the capacity of all members to improve their quality of life.
- Good understanding of and experience working with adults living with mental illness.
- Exceptional communication skills.
- Strong conflict resolution skills.
- Comfort working in an unpredictable environment.
- Knowledge of multi-cultural issues and culturally appropriate practices.
- Group facilitation skills.
- Demonstrated ability to work collaboratively with and assist members to resolve conflicts.
- Knowledge of Universal Safety Precautions.
- Successful results of criminal records check.
- Strong computer skills in Microsoft Office suite.
- Valid driver's license and reliable vehicle is required to assist clients with transportation.
- First Aid Certification.
- FoodSafe Certificate is an asset.

Working Conditions

This position works in a fast-paced communal setting that includes a kitchen, multipurpose room and an outside garden area.

Physical Requirements

Lifting and moving of supplies, office supplies and other related equipment

Moving of furniture such as setting up tables and chairs

Kitchen activities such as cooking, lifting and cutting

Gardening activities such as racking, shoveling and weeding

Organizational Relationships

This position reports to the Program Lead – Arrowhead Clubhouse