



Canadian Mental  
Health Association  
Cowichan Valley



## EMPLOYMENT OPPORTUNITY

### FRONT DESK SUPPORT

Warmland Shelter  
Permanent Full-Time

---

#### POSITION SUMMARY

CMHA is looking for a Permanent Full-Time Front Desk Support at Warmland Shelter Services. Reporting to and under the direction of the Manager, Warmland Services, the Warmland Front Desk Support carries out a variety of duties related to the daily operation of Warmland House, including some administrative duties, and works with Warmland co-workers to assist clients.

#### QUALIFICATIONS

Qualifications include a high school degree; additional certification in Office Management is an asset; minimum of 2 years work experience as a Receptionist(asset), Front Office Administrator or similar role; experience working in an emergency shelter or residential care facility; training/education in human and social services; First aid and non-violent intervention training; strong background in the use of Microsoft Office Suite, especially Excel.

#### POSITION DETAILS

This is a permanent full-time (37.5 Hours per week) Union Position. This position will operate from Monday-Friday with weekends off. The rate of pay is \$24.76 per hour. The position offers an attractive benefits package and municipal pension plan. Successful candidate to start as soon as possible.

**Applications will be accepted until the position is filled.**

*Please note that proof of COVID-19 vaccination status (a valid BC Vaccine Card) and a successful clearance of a Criminal Record Check for vulnerable sector is a condition of employment with CMHA Cowichan Valley Branch.*

CMHA-CVB adheres to the values of diversity, cultural safety, and respect for all, as identified in its Anti-Racism Statement, please visit our website at [cmhacowichanvalley.com](http://cmhacowichanvalley.com).

*We thank all applicants in advance for their interest; however, only those selected for further consideration will be contacted.*

## JOB DESCRIPTION

<b>Position Title:</b>	Warmland Shelter Front Desk Support
<b>Program Area:</b>	Warmland Shelter
<b>Date:</b>	July 2021 (updated March 2024)

### ORGANIZATION OVERVIEW:

Providing services in the Cowichan Valley since 1992, Canadian Mental Health Association - Cowichan Valley Branch (CMHA-CVB) is a registered charity and not-for-profit, independent society operating under a branch division agreement with CMHA British Columbia and within the context of the nation-wide Strategic Plan of the Canadian Mental Health Association.

As part of a national organization and an advocate of mental health for all, CMHA-CVB facilitates access to resources people need to maintain and improve mental health and wellbeing, and to participate in community integration, build resilience, and support recovery from mental illness and/or substance use and addiction.

CMHA-CVB operates Warmland House Emergency Shelter, Transitional Housing Services, Sobering and Assessment Centre, Adult Outreach programs, a Youth Centre, Youth Connect, Bounce Back personal coaching, Family Capacity Program, Rainbows and a variety of other counselling/therapeutic programs for children, youth, and families.

CMHA-CVB also provides community education and advocacy aimed at the promotion of good mental health and in support of individuals and families with mental health challenges.

CMHA-CVB adheres to the values of diversity, cultural safety, and respect for all, as identified in its Anti-Racism Statement as attached.

### JOB OVERVIEW:

Reporting to and under the direction of the Manager, Warmland Services, the Warmland Front Desk Support carries out a variety of duties related to the daily operation of Warmland House, including some administrative duties, and works with Warmland co-workers to assist clients.

### RESPONSIBILITIES:

Under the direction of the Manager, Warmland Services, the Front Desk Support will:

- Communicate directly with their supervisor re: any questions or concerns
- Read and comply with the Warmland Shelter Manual and be familiar with all Warmland safety protocols and procedures
- Be familiar with programs associated with Warmland, such as various medical services available to clients, as well as outside programs that may be helpful to clients

- Communicate and correspond with co-workers and management to share pertinent information that may affect the safety and wellbeing of clients and staff
- Perform administrative duties such as answering the phone, taking and distributing phone messages from a variety of sources such as clients, doctors' offices, staff, and the public,, receive, sort and distribute mail and email and offer administrative support to the Warmland Manager as assigned
- Arranges meetings as directed by the Warmland Manager (with clients and staff) and circulates notices and agendas.
- Places purchase orders with external suppliers, receives supplies, checks invoices against orders and goods received, stores and distributes supplies, and contacts suppliers to obtain and/or provide general information.
- Sets appointments between the clients and Tenant Support Worker, in-house Client Support Worker, and/or Doctor/ Nurse Practitioner
- Receives rent and other payments from clients and gives receipts, following all money-handling procedures and keeps meticulous money handling records
- Runs and sets up tax program at tax time
- Performs general staffing and timekeeping functions such as calling in relief staff from a preestablished list, tracking hours worked, and reviewing timesheets for accuracy.
- Supports continuity among shelter teams by documenting and communicating relevant actions and incidents
- Receives client complaints and redirects complaints as necessary to appropriate channels, generally to the Manager
- Light housekeeping and laundry when needed
- Works professionally and ethically in a team setting, including the ability to maintain confidentiality of clients and co-workers at all times, and stay focused on the client's needs
- Document/submit/file pertinent forms and information as required and keep updated records and files as directed
- Be familiar with personal hygiene supplies which are available at the Shelter to provide to clients
- Distribute and record Naloxone kits as required
- Prepare Harm Reduction kits, distribute and record as required
- Receive medications for clients from the pharmacy
- Receive clothing and other donations from outside sources and put in the appropriate area for sorting
- Receives, records, checks, and balances cash transactions, including receiving payments, issuing receipts, and maintaining a petty cash account.
- Perform other duties and tasks as assigned by Manager and/or Team Lead

#### **QUALIFICATIONS:**

- Minimum 2 years work experience as a Receptionist, Front Office Administrator or similar role
- High school degree; additional certification in Office Management is an asset
- Experience working in an emergency shelter or residential care facility
- Training/education in human and social services
- Successful clearance of a Criminal Record Check for Vulnerable Sector

- First aid and non-violent intervention training
- Strong background in the use of Microsoft Office Suite, especially Excel

#### **REQUIRED COMPETENCIES:**

- Demonstrated knowledge of cultural competency and anti-racist practices
- Effective team player who is respectful, non-judgmental, collaborative and non-intrusive
- Ability to organize, multi-task and prioritize own workload
- Accuracy, with attention to detail
- Ability to analyze situations quickly and apply sound judgements
- Ability to multi-task, prioritize and problem solve
- Ability to maintain strict confidentiality
- Effective personal boundary setting skills
- Ability to work and build rapport with others and work professionally, effectively and non-judgmentally with a broad range of personalities, needs, cultures, abilities and socioeconomic backgrounds
- Excellent interpersonal and communication skills, both verbally and in writing
- Ability to take and follow direction from management
- Ability to work independently and as part of a bigger team
- Motivated to work in a non-profit environment
- Willingness to take on and continually learn new tasks as required
- Intermediate PC skills in using Microsoft Office applications with a strong knowledge of creating and managing spreadsheets.
- Hands-on experience with office equipment (e.g. fax machines and printers)
- Excellent stress management skills are essential
- Ability to deal with urgent situations in a timely and effective manner, while streamlining office operations.
- Ability to build positive and collaborative working relationships with individuals and teams
- Possess a generous degree of flexibility and adaptability
- Possess the ability to work independently while maintaining an awareness of when to seek out direction, consultation and support