



**Canadian Mental
Health Association**
Cowichan Valley



EMPLOYMENT OPPORTUNITY

Assistant Manager, Mischa Lelum Youth Emergency Shelter

Temporary Full Time (February 2026 to January 8, 2027)

POSITION SUMMARY

The Mischa Lelum Youth Emergency Shelter is a 24/7 therapeutic community-based crisis service that provides a temporary safe placement (1 to 14 days) for youth (15-18) that are experiencing homelessness, unstable/precarious living situations, serious crisis within their family/caregiver setting, have experienced a placement crisis/breakdown, or are in need of a temporary placement and support service. The Youth Emergency Shelter consists of three essential elements in its service continuum namely, overnight shelter, drop-in day programming and outreach services.

Reporting to the Manager of Child, Youth and Family Connections, the Assistant Manager, Mischa Lelum oversees the day-to-day operations of the Youth Emergency Shelter as outlined above.

QUALIFICATIONS

- Child and youth or related diploma preferred and/or two years recent related experience, or an equivalent combination of education, training, experience including 1-year supervisory experience
- Class 5 BC driver's license
- First Aid, Food Safe, and Non-Violent Crisis Intervention training
- MCFD and the Ministry of Justice Criminal Record Check for vulnerable sector

POSITION DETAILS

This is a Temporary Full-Time Exempt position until January 8, 2027 or the return of the incumbent. The hours of work are Monday to Friday, 9:30 am to 6:00 pm (40 hours per week) with some flexibility required to align with organizational requirements. The rate of pay is \$33.99 - \$35.58 per hour depending on experience. The position offers attractive Benefits Package along with Municipal Pension Plan. Successful candidate to start in February 2026.

APPLICATION DETAILS

Please submit your resume clearly outlining your education, experience, and qualifications as they relate to this position via email to careers.cowichan@cmhacowichan.ca. Kindly specify the title of the position in your subject.

Applications will be accepted until January 29, 2026.

Please note that proof of 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.

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

JOB DESCRIPTION

Position Title:	Assistant Manager, Mischa Lelum Youth Emergency Shelter
Program Title:	Child, Youth and Family Connections
Date:	November 2024 amended Mar 5, 2025
Status:	Exempt

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, Mischa Lelum Youth Emergency Shelter, 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.

POSITION SUMMARY:

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Reporting to the Manager of Child, Youth and Family Connections, the Assistant Manager, Mischa Lelum Youth Emergency Services oversees the day-to-day operations of Mischa Lelum as outlined above

RESPONSIBILITIES:

- Support youth with varying degrees of mental health and substance use needs using a supportive trauma informed lens
- Supervise and support Child and Youth Workers and Outreach Workers on a daily interactive basis
- Communicate daily with Manager about program staff and activities
- Report or follow up with MCFD, or the Indigenous delegated agency as required and when disclosures are made to staff
- Report to Manager when MCFD, or the Indigenous delegated agency, involvement with youth is needed
- Adhere to all laws, policies, procedures and standards regarding disclosure (organizationally, provincially and federally)
- Plan and lead day-to-day activities with Child and Youth Workers
- Participate and provide oversight in youth goal planning and service plans as required
- Create and plan youth led workshops and activities, finding and hiring/booking outside resources for programs as delegated by Manager
- Handle, dispense, and reconcile petty cash (including gift certificates)
- Assist the manager in monitoring, evaluating and adhering to program operations budgets
- Plan meals and shop for the program and workshops as required
- Coordinate Mischa Lelum social media to engage with youth and community
- Communicate with schools to promote youth-focused CMHA-CVB programs
- Facilitate Youth Advisory Council with youth who are attending programs
- Foster and maintain effective communication and relationships with other community youth service providers through meetings, email and phone calls
- Schedule youth workers and find shift coverage when needed
- Supervise daily log of youth staff
- Complete and submit team member timesheets, mileage and petty cash for Mischa Lelum programs when delegated by the Manager
- When requested by the Manager, participate in recruitment, evaluation and disciplinary processes of Child and Youth Support Workers and Outreach staff
- Prepare and maintain all necessary reports and data collection as requested by Manager
- Participate in and create a welcoming, inclusive and safe environment for youth
- Integrate cultural competency and anti-oppressive framework and understanding of the Circle of Care© model
- Administer and document daily medications and maintain appropriate medication record management
- Perform on-call responsibilities as coordinated with the Manager
- Provide coverage for all program areas in emergency or scheduling challenges

REQUIRED KNOWLEDGE, SKILLS, and ABILITIES:

- Knowledge of cultural competency and anti-racist practices
- Extensive knowledge of youth services in the Cowichan Valley
- Knowledge of PIPA (Personal Information Protection Act) and FOIPPA (Freedom of Information and Protection of Privacy Act) and child welfare rules and responsibilities
- Understanding of trauma-informed care and how to supervise staff in an empathetic environment

- Cognizant of being a role model for youth, and the need for professional conduct at all times
- Demonstrated interpersonal skills
- Excellent conflict resolution and crisis intervention skills
- Excellent communication skills, both verbal and written
- Skilled in use of computers including proficiency in Microsoft Office applications, specifically Excel and Word
- Demonstrated suitability to work with disadvantaged and sometimes challenging youth in a diverse environment
- Ability to work professionally, effectively, non-judgmentally, respectfully, and with awareness of a broad range of personalities, needs, cultures, abilities and socioeconomic backgrounds
- Demonstrated ability to understand and maintain client/worker boundaries
- Ability to be flexible, creative, and adaptable
- Ability to analyze and resolve problems
- Ability to organize and prioritize work for self and team
- Ability to work independently and be an integral part of a multi-disciplinary team, while maintaining an awareness of when to seek out direction and consultation
- Ability to create a culture of collaboration and care among colleagues and other team members at all departmental levels
- Ability to travel throughout the Cowichan Valley

QUALIFICATIONS:

- Child and youth or related diploma preferred and/or two years recent related experience, or an equivalent combination of education, training, experience including 1-year supervisory experience and other qualifications determined to be reasonable and relevant to the work
- Experience leading people in a supervisory role
- Class 5 BC drivers' license
- First Aid, Food Safe, and Non-Violent Crisis Intervention training
- MCFD and the Ministry of Justice Criminal Record Check for vulnerable sector