

## Consumer Advocate-Job Posting

---

### About CMHA

CMHA Wood Buffalo offers a comprehensive range of mental health services to support our local community. Our vision is “Mentally healthy people in a healthy society”, with a mission of promoting the mental health of all and to support people experiencing mental illness. Every day we act as a bridge between the medical world and the wider community. By maintaining a focus on client-centered work, CMHA is a provincial leader in mental health awareness and education, peer support, suicide prevention, and rural mental health service delivery. In a wide variety of approaches and venues, CMHA’s evidence-based programs and resources build awareness, reduce stigma, and build resiliency and supports recovery.

### What you will gain from a career at CMHA.

- An opportunity to make a difference in your community
- Commitment to a flexible and supportive work environment
- Paid support for professional growth and development
- An opportunity to work with a great team

### Position Description

The Consumer Advocate works with people with lived experience of mental illness, and their families and other caregivers, to find the services and supports they need. The Consumer Advocate has the responsibility of responding to the needs of mental health consumers in the community. The Advocate works closely with Mental Health Services in the community such as Assertive Outreach and Street Connect Teams from AHS, regarding patient discharge planning and integration back into the community.

Support Available includes but is not limited to:

- Help with financial assistance applications and appeals.
- Referrals to free and low-cost therapy and counselling services.
- Mental health education and support for caregivers.
- Help locating affordable housing and subsidies.
- Help with landlord/tenant concerns.
- Help locating programs for mental health recovery, education, or employment training.
- Supporting individuals through legal matters such as court appearances.

### Accountabilities

- Initiate and facilitate consumer support groups. Develop mission statement, goals and philosophy. Provide leadership with view to the group becoming self-reliant and supporting.
- Collect information regarding children’s mental health. Connect with children-youth to brainstorm. Access services for children/youth.
- Attend workshops and training as available

- Lobbying for youth and adult consumers.
- Promote existing programs to consumers.
- Maintain accurate statistical records and contact information.
- Awareness of community services which are available to best assist in and maintain consumer's community integration and facilitate independence.
- Complete follow up to evaluate consumer progress. Direct contact with Mental Health Services.

### **Qualifications and Experience**

- A recognized diploma or undergraduate degree in the human services area, social work, or equivalent experience
- Previous work experience working with mental health consumers an asset
- Highly developed communication, interpersonal, and organizational skills an asset. Strong facilitation skills as well excellent written and organizational skills
- Strong knowledge of community resources
- Self-motivation and initiative are a must
- Class 5 driver's license and own vehicle
- Advanced knowledge of MS office programs (word, excel, PowerPoint, outlook)
- Knowledge of financial reporting, budget development and cost/revenue analysis
- Effective written and verbal communications skills.
- Decision making and problem solving skills.

### **Application Process**

Submit a resume and cover letter to [operations@woodbuffalo.cmha.ab.ca](mailto:operations@woodbuffalo.cmha.ab.ca) Please put "**Consumer Advocate**" in the subject line. The attachments should be in MS word or PDF format. For more information, please email the above e-mail address.

The Job posting will be open until a successful applicant has been chosen. Only successful candidates will be contacted.