

Brentwood Recovery Home

JOB DESCRIPTION

JOB TITLE: Program Support Staff - Hart Hub

DATE PREPARED: September 3, 2025

REPORTS TO: Director of Client Services

POSTING NUMBER: 4126

GENERAL SUMMARY

Under the direction of the Director of Client Services, this position is responsible for overseeing and maintaining a safe environment for clients living in Transitional Housing specific to Hart Hub.

ORGANIZATIONAL DUTIES AND RESPONSIBILITIES:

In addition to specific key job responsibilities identified in this position description, the incumbent is also responsible for contributing and supporting the overall culture and working environment of Brentwood by:

- Embody Brentwood's mission, vision, and values in daily work.
- Uphold the highest standards of professionalism when interacting with clients, families, community partners, and colleagues.
- Maintain and protect privacy, confidentiality, and personal health information.
- Adhere to Brentwood's policies, procedures, and guidelines.
- Comply with all Health and Safety regulations to promote a secure and healthy workplace.
- Recognize, respect, and support the diverse needs of our community, clients, and employees to help reduce health disparities.
- Contribute to Brentwood's initiatives by participating in committees and agency events.

POSITION RESPONSIBILITIES AND DUTIES:

- Assist clients in completing Transitional Housing Unit (THU) agreements, ensuring they understand their responsibilities and expectations.
- Conduct regular check-ins with clients to assess well-being, address concerns, and provide appropriate support.
- Support clients in navigating available resources and coordinating their HART HUB case manager.
- Work collaboratively with the interdisciplinary team to monitor client progress and communicate any concerns.
- Utilize de-escalation techniques and problem-solving skills to manage crisis situations and support clients effectively.
- Maintain accurate documentation and records in accordance with Brentwood Recovery Home policies and guidelines.
- Foster a welcoming and supportive environment that promotes client engagement and well-being.

Brentwood Recovery Home is an equal opportunity employer and strives to establish and maintain an inclusive workplace and believes that the diversity of our workforce is an invaluable asset. We are committed to following recruitment and selection practices that ensure all candidates are given a fair opportunity for employment with Brentwood. We welcome and encourage applications from people with disabilities. Accommodations are available on request for candidates taking part in all aspects of the selection process.

- Conduct room checks to ensure spaces are organized, safe, and conducive to recovery efforts.
- Perform other duties as assigned by the Director of Client Services to support program operations.

QUALIFICATIONS

Education:

Certification Chemical Dependency certification (CACII) or equivalent or working toward certification recommended. Peer to Peer Support Certification is an asset.

Experience:

Competent in areas such as addiction recovery, trauma-informed practice, mental health support, and de-escalation techniques.

Knowledge & Skills:

- Comprehensive knowledge of trauma informed care in the treatment of addiction and mental health
- High level of computer software knowledge
- Demonstrates the ability to work in a multidisciplinary team.
- Effective oral and written communication skills
- Bilingualism in both official languages would be an asset.

Interaction:

Able to work with other professionals and clients to problem solve and achieve common goals in a predicative manner using a cooperative approach.

Decision making and problem solving:

Able to act in solving problems while exhibiting judgement and a realistic understanding of issues, able to use reason, even when dealing with emotional topics.

Energizing:

Able to create positive energy (motivation) in both individuals and groups.

Compensation and Schedule:

- **Part-time hourly position**
- **Each candidate will be required to work all three shifts and be available**
- **Valid Police Clearance with Vulnerable Sector check will be required within the first 30 days of employment.**

How to Apply

Please submit your resume and cover letter by email only to jbastien@brentwoodrecovery.com no later than September 17, 2025, at 4:00 p.m.

mark in the subject line "Posting # 4126"

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