**Patient/Client & Family Council (PCFC)**

**is growing it’s Mental Health and Addictions Services**

**and is currently accepting resumes for the position of:**

**Experience & Engagement Rep**

This is a full time contract position located in Midland/Penetanguishene with occasional travel within the region. As a peer who maintains ongoing wellness, you will be expected to engage with clients/family, understand the broad experiences of mental health/addiction service recipients and as part of a team, proactively seek opportunities to share those experiences to drive system change.

Accountabilities include consistent engagement with service users to understand their experiences and challenges within the Mental Health & addiction system and active participation in a variety of forums/meeting to bring forward the voices of clients in order to partner/promote system improvements.

To be consideredfor this position, resumes submitted **MUST** be accompanied by a cover letter detailing your own lived experience of mental illness and/or addiction and experience with accessing the Mental Health and Addictions system.

Responsibilities include:

* Actively engaging with clients/family members on a consistent and regular basis to build relationships of trust.
* Maintain a thorough understanding of the mental health & addictions system, services and population in order to consult, gather and understand the client’s perspective and experiences
* Identify and voice systemic issues and actively partner for service improvements in a wide variety of forums
* Establish professional working relationships with service providers and key mental health partners
* Understand the contractual expectations and goals of the organization as a whole including cross-training and covering other positions/shifts as needed
* Work in a manner that exemplifies PCFC performance expectations, promote a positive work environment for all and work closely and effectively within the team.

Requirements include:

* Must have personal experience living with mental illness and/or addictions; have accessed services within the system and willing to self disclose as appropriate
* Demonstrated ability to work effectively and collaboratively with others, interacting in a meaningful and compassionate manner, as part of a positive, solution focused team while adhering to strict confidentiality requirements at all times
* Superior communication and interpersonal skills including expressing thoughts and ideas confidently and in a clear and respectful manner
* Be self-directed and work with minimal supervision; be accountable for commitments and actions; maintain regular attendance; manage a large and varied workload.
* Advanced skills in Microsoft office programs an asset and working knowledge of online meeting platforms
* A vulnerable population criminal reference check must be submitted and accepted, prior to starting.

**Deadline for resume**: 3rd November 2023

For consideration, please submit resume **and cover letter** to: Helen Bolshaw-Walker (Manager) at **hbolshaw-walker@pcfcconnect.org**