



EXTERNAL JOB POSTING
SUPPORT STAFF – Bed-based Women’s Treatment - OTTAWA

JOB POSTING

SUPPORT STAFF (EVENING/OVERNIGHT/WEEKEND)

Organization: MacKay Manor

Department/Program: Bed-Based Women’s Treatment Program

Compensation: \$19.24/h

Location: Ottawa, Ontario

Position Type: Direct Client Support / Residential Safety

Shift Work: Evenings, Overnights, and Weekends

(All shifts require on-site presence for the full duration)

Reports To: Executive Director & Program Director

POSITION SUMMARY

Mackay Manor is seeking a dedicated, reliable, and empathetic **Support Staff** member to join our Bed-Based Treatment Program team. Operating during evenings, overnights, and weekends, you will assume responsibility for client safety, well-being, and overall house operations when full-time clinical staff are off-site. Working independently, you will serve as a positive role model, maintain a structured and safe environment, coordinate house routines, and ensure effective communication flow with the broader program team.

KEY RESPONSIBILITIES

- **Client Safety & Supervision:** Conduct regular house checks, room checks (at least once per night), and perimeter monitoring to ensure client safety, curfew compliance, and adherence to house rules. Handle client situations calmly and assertively using mature conflict resolution skills.
- **Medication & Health Coordination:** Ensure clients take required medications, monitor daily chores and meal schedules, and conduct regular urinalysis testing (both scheduled upon pass returns and random).
- **Emergency Response:** Assess medical or behavioral concerns and initiate emergency protocols (First Aid, ambulance, hospital transfers) when needed, ensuring prompt documentation and staff notification.
- **Facility & Food Safety:** Perform regular kitchen and dining area safety/sanitary inspections. Implement safety precautions for food handling and follow kitchen disaster/interruption contingency plans.
- **Administrative & Shift Handover:** Review shift logs prior to starting duties, record detailed shift observations and incidents in the logbook, manage incoming calls, conduct initial phone intakes when required, and flag maintenance issues.

KEY QUALIFICATIONS & COMPETENCIES

- **Certification:** Active CACCF certification/designation is an asset.
- **Education & Experience:** Relevant post-secondary education, placement experience, lived/living experience of recovery, or prior experience in residential addiction, mental health, or human services settings.



MACKAY MANOR

Bringing People and
Recovery Together

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- **Knowledge & Skills:** Solid understanding of substance use, co-occurring mental health challenges, trauma-informed care, and medication protocols. Strong active listening, objective written documentation, and independent decision-making skills.
- **Core Qualities:** Demonstrated integrity, maturity, empathy, and ability to work effectively alone while maintaining professional boundaries and ethical standards.
- **Physical Demands & Conditions:** Moderate physical demands including stair use, walking, standing, and occasional light lifting. Shift work during evenings, overnights, and weekends.

HOW TO APPLY

Qualified candidates are invited to submit their resume and cover letter highlighting their experience treatment or addiction support services. Apply directly to MacKay Manor Program Director – Allison Kenney via email at allison.kenney@mackaymanor.ca. Please indicate the position and location you are applying for in the subject line of the email.



Our Commitment to Equitable Recruitment

MacKay Manor is committed to fair, inclusive, and accessible recruitment practices that provide all qualified applicants with an equitable opportunity to participate in our hiring process.

We value the diversity of our workforce and welcome applicants of all backgrounds, identities, abilities, and lived experiences. Employment decisions are based on the qualifications, skills, experience, and requirements of the position.

MacKay Manor is committed to:



using **inclusive and unbiased** recruitment and selection practices;



identifying and **removing barriers** throughout the hiring process;



providing **accommodations** in accordance with the *Ontario Human Rights Code* and the *Accessibility for Ontarians with Disabilities Act*;



ensuring interview and selection processes are **respectful, consistent, and transparent**; and



supporting **ongoing education** for hiring managers on equity, diversity, inclusion, accessibility, and unconscious bias.



Applicants who require accommodation during any stage of the recruitment process are encouraged to let us know so that appropriate arrangements can be made.