

## **Classification: COMMUNITY SUPPORT WORKER**

**Grid Level: 10, JJEP Wage Grid**

### **Job Summary:**

- Responsible for providing a home-like, comfortable and normative environment in the Individual setting. Also ensuring that each individual has the opportunity to develop to the fullest extent of his/her abilities and desires. They will establish a warm and personal relationship with each individual living in the home and encourage the active participation of parents, siblings, and friends in each person's life while keeping the Individual's safety and well-being the priority at all times.

**Reports to:** Program Coordinator(s)

### **Nature and Scope**

A team approach to providing high quality, person centered support is essential.

Respectful working relationships must be developed and maintained with the individuals served, their network (family members, friends and personal networks) and other team members of H.O.M.E.S. Good external relations must be developed and maintained with CLBC Community Service Workers, health-care professionals, organizations and community contacts, including employers.

The most important decisions of the Support Worker relate to the quality of life and support provided to the persons served, particularly:

- Ensuring the support provided is of high quality and in harmony with planning, H.O.M.E.S philosophy and Gentle Teaching;
- Always working towards the individuals overall satisfaction. The Support Worker understands that **he/she is coming into the home/life of individuals served by H.O.M.E.S.** Recognition of this must remain foremost in our minds. We must therefore respect an individual's wish in their service provision within the parameters of safety and quality of life. These parameters must be decided at the team level with the support of the individual, family/personal network, funding bodies and community supports (where available).

### **Duties and Responsibilities**

#### **Program**

1. Under direction of the Program Coordinator(s) or delegate, this position is responsible for providing a homelike, comfortable and normative environment in the home.
2. Provides direct support and lifestyle planning consistent with H.O.M.E.S beliefs, values and Gentle Teaching.
3. Provides direct support that reflects Gentle Teaching principles, in that:
  - **Intent is not on changing others, but in changing ourselves;**
  - Support is always focused on teaching the individuals served to feel safe and loved, and to become more loving and engaged;

- Positive use of the four 'tools' of Gentle Teaching in everyday support (hands/touch, eyes, words and presence).
4. To document, implement and evaluate programs as required and requested.
  5. To be a key worker to designated individuals as assigned by the Program Coordinator's or delegate.
  6. To implement all support guidelines, protocols, policies and procedures.
  7. To work with all individuals and ensure a high standard of personal care is maintained, in a respectful manner, while being a role model in this area.
  8. Assisting individuals in personal problem solving or decision making;
  9. Providing assistance to individuals in completing their personal responsibilities (i.e.: cleaning and preventative home maintenance);
  10. Sharing and/or developing ideas for community involvement/employment;
  11. To administer and record medications in accordance with H.O.M.E.S Policy C.50 and ensure that all prescribed medications are consumed by individuals according to schedule.
  12. To monitor health needs ensuring that preventative health care and safety practices are utilized, as well as immediate treatment for illness or accident.
  13. To make available to all individuals the opportunity to participate in integrated community activities, in order to learn new skills, make choices and be involved in what is happening in their lives. All this is to be accomplished while showing the individual respect and dignity.
  14. Assist/teach individual with self-care, budgeting, banking, cooking and household management as required.

### **Organization**

1. Responsible for proper financial record keeping and accounting for certain funds (petty cash, receipts from charge accounts) and submitting these to the Program Coordinator(s) or delegate on a regular schedule.
2. To record and read all relative information in the appropriate log and communication books on a daily basis as required. To complete all required documents as required, maintaining the confidentiality of all caregivers, individual and society records and reports.
3. To attend all caregivers meetings, program planning, caregiver's development and in-service training sessions as required.
4. To maintain good communications with families, other caregivers, individuals, community agencies, in conjunction with the Program Coordinator(s) or delegate and submit program reports as required.
5. Specific duties/tasks as per individual needs may be required such as lifting and transferring. Training will be provided by qualified professionals and/or delegate.

*The above statements reflect the general details considered necessary to describe the principal functions of the job and shall not be construed as a detailed description of all the work assignments that may be inherent in the job.*

### **Education, Training and Experience**

1. A diploma in a field related to supporting persons with disabilities preferred.
2. Experience in working with individuals with a developmental disability/dual diagnosis.
3. Formal training in the area of program planning or counseling.

### **Other Required**

Class V driver's license (Class IV may be required in some homes)

COVID 19 vaccinations

Favorable driver's record

Current First Aid CPR certification

Criminal Record Search

Physicians Health Clearance

MANDT Training

Any other training as required by licensing or the H.O.M.E. Society

### **Job skills and abilities**

1. Demonstrated competency in written and verbal skills.
2. A strong commitment to the Philosophy of Gentle Teaching, and the policies, procedures, and philosophies of the H.O.M.E. Society.
3. Demonstrated ability to work within a team setting, with an emphasis on leadership, self-initiative, patience, maturity and tact.
4. Excellent organization skills.
5. Ability to work a flexible schedule if necessary based on program needs and as per collective agreement.

### **Additional Information**

This position may be required to work in a stressful environment often dealing with individuals in crisis situations. The ability to function independently and under pressure is an ongoing expectation of this position. Evening and weekend work may be required.