**JOB DESCRIPTION RESIDENTIAL GROUP HOME SUPPORT WORKER JUBILEE HOUSE**

**BENCHMARK**

*Support Worker 1*

 COMMUNITY SUBSECTOR COLLECTIVE AGREEMENT

**BENCHMARK TITLE**: support worker 1

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**CLASSIFICATION GRID**: 21 **BENCHMARK NUMBER**: 81501 **JOB FAMILY**: CLIENT SERVICES

**SCOPE AND LEVEL DEFINITION**

Ensures the well-being of clients and promotes their development. A key component of this job is to assist clients in their physical, social, emotional and daily life skills development.

Provides support to adults in care. Services provided include crisis intervention, behavior management, and life skills training, whether on a one-to-one basis or in a group environment.

Assist in implementing and evaluating recreational, social and/or educational activities for clients served by the organization.

The Worker strives to create a fun and enjoyable atmosphere in order to encourage client participation in programs.

Reports to the **Program Manager.**

Key Duties and Responsibilities

1. Aids clients as needed to allow them to function more safely and independently. Facilitates physical, recreational, social and educational activities.
2. Recognizes potential crisis situations, analyzes such situations accurately, develops strategies to deal with such situations, and informs Supervisor when such incidents arise.
3. Recognizes potential emergency situations, analyzes situations accurately, develops strategies to deal with such situations i.e. dispensing medication, engaging in de-escalation techniques dealing with client’s behavior to ensure no harm comes to the client, staff and/or the public.
4. Assists case management team in identifying potential problems. Provides input with regard to the development of client program plans.
5. Monitors clients’ progress and well-being and assists case management team in evaluating the effectiveness of planned counseling and support. Provides suggestions for the modification of clients’ program plans.
6. Provides emotional support and feedback to clients (and their families and friends where concerned).
7. Acts as a positive role model for clients, providing life skills training and behavior management. Depending on client type, may assist with hygiene, grooming, dispensing and administering medication.
8. Maintains written and/or verbal reports regarding clients’ daily activities and progress. Ensures that all required documentation is complete and accurate.
9. Encourages and facilitates the participation of individuals in the program.
10. Creates a safe and inviting atmosphere in order to enhance the program’s appeal to clients.
11. Provides lay counseling support and life skills training to clients.
12. Operates office equipment such as: personal computers, photocopiers, facsimile machines, printers and reports or arranges for equipment repairs.
13. Maintains chores laid out by supervisor using various power and hand cleaning equipment. Collects and disposes of refuse and maintains clean refuse areas; dusts, wipes and polishes windows, bathroom and other fixtures and furniture; performs other spot and accidental cleaning as required. Maintains and cleans parking lots and sidewalks using hand and powered brooms, rakes, shovels and other equipment to remove dirt, leaves, snow and other refuse; may mow and trim lawn and perform minor gardening tasks. Performs various minor repairs on plumbing and electrical fixtures, buildings, grounds, furniture and other equipment; changes light bulbs. Changes and makes beds, keeps an inventory of linens.
14. Cleans rooms within organization’s buildings or residences: washes walls; scrubs, cleans and vacuums floors; dusts furniture; cleans mirrors and windows.
15. Answer phone and/or in-person inquiries and routes to appropriate staff member if required. Responds to routine queries with regard to the organization and services provided.
16. Prepares and cooks complete meals& snacks, etc. with safe food handling and preparation, safety, and health standards.
17. Assists clients with personal hygiene and grooming i.e. bathing, oral hygiene, and toileting.
18. Maintains up-to-date knowledge of internal fire regulations and procedures, and other emergency procedures. Ensures health and safety standards are maintained.
19. Assures that all medication is administered, following the current procedures.
20. Performs other related duties as required.

**QUALIFICATIONS**

**Typical Education, Training, and Experience**

 ♣ Grade 12

♣ Certificate in Community Social Service or health care support worker

♣ Certificates in , First Aid, and Food Safe

♣ Recent, related experience of one year Or an equivalent combination of education, training, and experience Or other Qualifications determined to be reasonable and relevant to the level of work

**Typical Skills and Abilities**

♣ Physical ability to carry out the duties of the position

♣ Ability to work independently and in cooperation with others

 ♣ Ability to operate related equipment

♣ Ability to communicate effectively, both verbally and in writing

♣ Ability to organize and prioritize

♣ Ability to observe and recognize changes in clients

♣ Ability to establish and maintain rapport with clients

♣ Home management skills

♣ Ability to instruct

♣ Ability to analyze and resolve problems

♣ Conflict resolution and crisis intervention skills

Amended July 28, 2021