

INCLUSION POWELL RIVER
JOB DESCRIPTION

Job Title: COMMUNITY SUPPORT WORKER - SENIORS

Job Contribution:

The Community Support Worker provides opportunities for lifelong learning and development through social, recreational, educational and vocational activities that support optimum independence and community involvement appropriate to each individual. He/she fosters a sense of belonging and empowerment for participants both at centre and in the community. The Community Support Worker responds to referrals from sources including CLBC and provides support pertinent to the expressed interests, goals, health care needs and capacity of each individual. He/she assists participants to balance safety with opportunity and risk taking. The Community Support Worker establishes and maintains a warm and personal relationship with each person served and encourages the active involvement of family members, friends and neighbours in each person's life through outings or activities at the centre. He/she is skilled in designing and delivering workshops and activities for the senior population, is comfortable working with groups, and is able to balance the needs of the individual with the needs of the overall group. The Community Support Worker is a dedicated and knowledgeable member of a comprehensive organization wide support team. As such, when deemed qualified with appropriate skills and abilities, he/she may provide services to individuals in related programs, when required. The Community Support Worker participates in ensuring that the strategic goals of the agency are met.

Division: Community Services Programs

Reporting Relationships: The Community Support Worker reports to the Community Inclusion and Personal Networks Manager.

Grid Level: 10

KEY DUTIES AND RESPONSIBILITIES:

1. Maintains an up-to-date and practical knowledge of all safety and emergency procedures as outlined in INCLUSION POWELL RIVER policies and procedures and in Work Safe BC regulations. Is knowledgeable of Risk Assessments, follows correct body mechanics procedures and accident record policy. Implements safety and emergency procedures as outlined.
2. Teaches about, arranges and/or provides safe transportation for clients.
3. Performs some basic grounds and building maintenance. Reports maintenance needs to the Manager. Involves program participants in these activities where appropriate.
4. Participates in the individual service planning process for each individual. Involves each person in his or her planning and ensures that the individual's interests, wishes and needs are kept central to all plans and programs and that any risks or concerns are addressed. Uses a range of tools to support the individual to understand and engage in the process including pictures and symbols, plain language checklists, augmentative communication, assistive technology etc. Ensures a copy of the Individual Service Plan is reviewed and signed off by the individual or designate.
5. Ensures that each person served has an Individual Service Plan and that it, and all supporting documents, are up to date according to INCLUSION POWELL RIVER policy. When designated, serves as a coordinator for the Individual Service Planning process in keeping with INCLUSION POWELL RIVER philosophy and policy.
6. Ensures that the Individual Service Plan is central to service planning and delivery. Works with each individual and his/her team to develop short term goals to support his/her vision identified as part of the Individual Service Plan. Plans activities to support these goals. Reviews progress on these short term goals quarterly with the individual and/or team to identify and celebrate progress, refine and adapt goals where progress has not been made, and develop new goals to support continued movement forward towards long term vision.
7. Facilitates and/or participates in specific client centred team meetings for planning and review. Follows through on action plans developed.
8. Identifies, supports and encourages active participation in social, leisure, economic, recreational, retirement and educational opportunities in the community in response to program participant's needs and wishes. Teaches and assists each individual to participate in integrated community activities on a regular basis. Facilitates involvement

and provides any necessary formal or informal liaison with other INCLUSION POWELL RIVER programs, other agencies and the community.

9. Assesses and interprets behaviour accurately and provides appropriate support in keeping with the individual's history, personality and strategies described in Individual Plans. Provides lay counselling support including conflict resolution that demonstrates an understanding of human behaviour and human development and which facilitates stronger communication skills and greater personal autonomy for program participants. Follows any behaviour protocols developed and adheres to Non Violent Crisis Intervention practices as needed.
10. Recommends and advocates for, and/or refers to professional services. Liaises with other agencies.
11. Advocates for and assists individuals in the development of personal networks. Promotes the development of unpaid relationships that will augment family and staff involvement. Seeks opportunities for individuals who are members of the community in planned group activities. Promotes community belonging by providing opportunities for the development of relationships with community members.
12. Supports advocacy efforts, which lead to an improved quality of life for individuals receiving support. This may involve connecting individuals to unpaid advocates or directly advocating on behalf of individuals. Advocates with other community agencies and businesses.
13. Provides health care support including mental health issues, addictions, preventative exercise, diet, health care education, and support for chronic, acute or age related medical issues. Provides support to program participants dealing with the medical community as required. Provides personal care or support on an intermittent or regular basis. Is knowledgeable of the elements of the individuals Health Care Plan.
14. Administers medications according to INCLUSION POWELL RIVER policies and procedures.
15. Maintains records and statistics as required by the program, CARF Standards, and CLBC or as requested by the Manager or Administration office. Ensures all required documentation is accurate, complete and timely and in keeping with INCLUSION POWELL RIVER standards. Uses Sharevision proficiently to maintain the records of persons served, to keep others involved with the individual up to date and to stay current with agency and program updates reported in Sharevision Announcements and on the program home page. Checks e-mail regularly. Adheres to INCLUSION POWELL RIVER technology policy and policy related to records of persons served.

16. Is familiar with the performance improvement outcomes for this program and engages with the team in action planning and follow through to support these outcomes.
17. Administers program monies in accordance with INCLUSION POWELL RIVER policies, procedures and budgets.
18. Responds immediately to emergencies in accordance with INCLUSION POWELL RIVER policies and procedures using common sense and good judgement at all times.
19. Fosters positive working relationships with fellow team members and other staff of INCLUSION POWELL RIVER. Develops and maintains a positive relationship with the manager and INCLUSION POWELL RIVER leadership. Maintains positive liaison with CLBC staff.
20. Adheres to INCLUSION POWELL RIVER policies and procedures. Understands the Service Principles, CARF requirements, appropriate CLBC Guidelines and ensures that all of these important documents form the basis for all work performed. Understands and applies the Employment Standards Act, the Human Rights Act the BC Benefits Act and any other relevant legislation.
21. Strives to maintain an up-to-date knowledge in the field and participates actively in the evaluation process and in training opportunities. Contributes to a learning organization by self reflecting on his/her practice, sharing ideas and contributing to planning and discussions about service, and seeking input and support when concerns or questions arise.
22. Review the Cultural Diversity Plan annually and participate in training provided by INCLUSION POWELL RIVER.
23. Routinely promote INCLUSION POWELL RIVER's commitment to diversity and respect for cultural diversity in how we interact with clients and colleagues.
24. Performs other duties as assigned including participation in community initiatives and committees as required.

REQUIRED QUALIFICATIONS:

A Community Support Worker Certificate is required. At least one year experience supporting individuals who have a developmental disability is also required.

Education relevant to the jobs such as a BA in Psychology, Psychological Counselling, Education or Social Work, Certificate in Adult Education, Recreation Therapy,

Rehabilitation Studies, Mental Health Worker Certificate, Leisure/Recreation Diploma, or other human service field related to individuals who require significant emotional and behavioural support or specific conditions such as autism, fasd, etc

Education relevant to the job such as degrees , diplomas, certificates and workshops that relate to health care, personal care , seniors recreation etc.

Education and experience related to teaching independence in the community is also valuable.

A combination of education and experience may be considered.

REQUIRED ABILITIES:

- Ability to interact effectively and develop positive relationships with program participants
- Excellent oral and written communication skills.
- Proven ability to use personal computer and appropriate software effectively to complete the positions work on time. This includes at a minimum file management, e-mail, internet search, and word processing skills.
- Excellent interpersonal behaviour and communication skills.
- Knowledge of theory, principles and practices of the community living sector.
- Proven ability to provide and/or assist in emergencies.
- Demonstrated ability to involve people who have a developmental disability in community activities regardless of medical or behavioural barriers.
- Ability to support advocacy efforts appropriately.
- Empathy; understanding of human development and behaviour.
- Strong knowledge of community agencies, systems and services.
- Good organization, time and general management skills.
- Excellent teaching skills.
- Ability to participate as a member of a community based program team.
- Willingness to try new activities in public places. Comfortable and confident providing support in the community.
- Ability to effectively support the retirement activities that clients choose.

ADDITIONAL REQUIREMENTS:

- Group facilitation skills including group dynamics, interpersonal communication and learning styles.
- Experience supporting individuals who are aging and sometimes experiencing declines in health and ability.

REQUIREMENTS FOR ONGOING EMPLOYMENT:

- A valid Work Safe BC Level I approved First Aid Certificate
- A valid unrestricted Class 4 BC Driver's License
- An approved Criminal Record Search
- Medical doctor's letter of good physical and mental health
- TB test
- Access to a safe, well-maintained vehicle with appropriate insurance is required

The ability to motivate and encourage individuals in a positive and respectful manner is an expectation of this position. In addition strong connections to and knowledge of the community and its resources is necessary. The ability to function independently and frequently under pressure while managing the needs of several individuals and emergency situations is an ongoing expectation. Common sense and good judgement along with a comfort level supporting individuals who may be at some risk living independently is required. Direct program activities require a moderate level of physical fitness to effectively carry out duties.

The position may require scheduling hours of work independently and flexibly in response to individual needs.

Ergonomic Considerations:

In the execution of duties, the Community Services Program Worker is required to use proper body mechanics and refer to INCLUSION POWELL RIVER policies and procedures including the Risk Assessments, Risk Analysis and other instructions in the program. He/she will execute the following physical activities:

- Repeat motions in providing personal care such as dressing, bathing, rolling the individual in their bed or on a mat, shifting their weight from side to side, supporting their lower body weight, etc.
- Assist with supporting mobility –
 - Wheelchairs:
 - lifting and transferring
 - repositioning
 - shifting body weight
 - pushing chair – height of handgrips
 - loading in van / using lift
 - tiedowns in van (bending / limited headroom)
 - accessing buildings (sometimes 1 or 2 stairs or a lip)
 - Walkers/Canes/Crutches:
 - assisting with use
 - supporting body weight
 - slowing movement
 - assisting on uneven surfaces or changes in levels or grade

- walking individuals without mechanical support:
- supporting some weight while walking
- Unexpected movement of individual being cared for:
 - pulling away
 - resisting
 - grabbing railing while being repositioned
 - dropping or falling to the ground while being assisted to walk
- Client Behaviour such as:
 - Hitting or striking out, biting, pinching, pushing, pulling at hair, eyeglasses, ear rings, throwing objects, shoving, etc.
 - May need to respond to behaviour by dodging, blocking, fleeing, etc.
- Support Client Therapy such as:
 - Range of motion exercises
 - Assisting with braces and splints, etc
- General housekeeping duties such as laundry, dishwashing, vacuuming, cleaning, cooking, yardwork, etc.
- Complete office work/paper work sitting at desk, chair, and computer station, using telephone, etc.
- Work with cleaning agents and chemicals. Staff will adhere to safety procedures to minimize exposure (inhaling, topic exposure, etc.) when handling or working with toxic chemicals and agents. Staff will receive instruction in WHMIS.