

Support Worker – Senior – Parksville Winter Shelter

Effective: 03 October, 2017

Revised: 12 October 2018

SUMMARY

- Welcomes all clients with kindness and without judgement;
 - Maintains a safe, clean, well-ordered environment;
 - Assesses client's primary needs and provides food, shelter, clothing, first-aid;
 - Safely stores client's medication and provides immediate access to all medications, with monitoring;
 - Offer clients emotional support and empathy while maintaining professional boundaries;
 - Provides clear relevant information including referrals to other community services;
 - Monitors client interactions and ensures shelter rules are followed;
 - Adheres to the Society's standards, protocols, and policies;
 - Observes, documents, and reports important occurrences in the shelter, including changes in client behaviours; and identifies all concerns to Program Manager;
 - Calls 911 in emergencies.
-
- Performs senior duties including training, scheduling, and monitoring other team members.

QUALIFICATIONS

Education

SUPPORT WORK

1. A certificate or diploma in social services;¹
2. A degree in social services a significant asset;
3. First aid: "Emergency First Aid – Community Care" or higher;
4. Foodsafe;
5. Naloxone Training;
6. Managing Hostile Interactions² and/or Non-violent Crisis Intervention or similar training;
7. Listening and feedback training such as Motivational Interviewing, or Non-violent Communication a significant asset;
8. Suicide prevention training a significant asset

¹ Examples include:

1. Vancouver Island University: Social Services Diploma (2-Year Program)
2. North Island College: Social Service Diploma (2-Year Program)
3. Spratt Shaw College: Community Support Worker - Social Services (50 Weeks)
4. Discovery College: Community Support Worker (45 Weeks)

² Offered by HSABC <http://hsa-bc.ca/>

LEADERSHIP

Courses in conflict resolution, leadership, supervision, business, management, systems, human resources, human development, personality and behavior, are highly desirable.

Skills and Knowledge

LEADERSHIP SKILLS

1. Leads with integrity;
2. Ability to create rapport with, coach, and direct, employees and volunteers;
3. Understands team dynamics and fosters cooperation;
4. Models, measures, and maintains high quality service to clients;
5. Maintains administration and management systems.

INTERPERSONAL SKILLS

1. Remains calm when faced with challenging or disruptive conduct;
2. Maintains empathy, kindness, and a friendly disposition;
3. Maintains healthy personal and professional boundaries (see ICCS code of ethics);
4. Performs effective conflict resolution and de-escalation techniques;
5. Possesses both assertiveness and tact when offering cues and reminders;
6. Notices behaviour, body language, verbal and non-verbal cues that suggest decompensation, drug use, and mental or emotional decline;
7. Speaks frankly and sensitively about harm reduction and sexual health and safety;
8. Resists offering counselling, therapy, and advice;
9. Works as a member of a team and contributes to the programs therapeutic culture;
10. Practices self-care;

TASK RELATED SKILLS

1. Creates tasty and nutritious meals in compliance with the requirements of the contract;
2. Prioritizes tasks and manages time to complete all duties;
3. Follows protocols and procedures consistently and faithfully, and maintains efficient routines;
4. Adapts to changes in the work environment, including changes in technology and best practices;
5. Acquires new skills to maintain competency on the job, including skills related to office tasks, client care, and professional development.

COMMUNICATION SKILLS

1. Says “no” politely but firmly to clients when necessary;
2. Adept at objective descriptions, especially regarding client behaviour and behavioural changes;
3. Communicates well verbally and in writing and masters the required technology and applications.

KNOWLEDGE

Possesses relevant knowledge about:

1. Harm reduction;
2. Substance use, addiction, mental illness, and recovery;
3. The role and limitations of a Support Worker, and the program, in the wider spectrum of services;

4. The needs of individuals with concurrent disorders;
5. The "Housing First" model and the concept of "barriers," to housing;
6. Common health issues among people who are homeless;
7. Feminine health issues and cultural and ethnic taboos and teachings related to gender;
8. The role of the Emergency Shelter within the continuum of services;
9. "Street culture" and strategies used by street entrenched individuals to obtain services;
10. A wide range of community resources.

Sensitive to:

1. Cultural and ethnic differences.

REQUIREMENTS

1. Demonstrates professionalism and follows society policies, code of ethics, and guidelines;
2. Follows Foodsafe;
3. Works independently with multiple clients who exhibit a wide range of behaviours;
4. Possess and maintain a moderate level of physical fitness;
5. Is cleared by the Solicitor General for working with vulnerable adults prior to working a shift;³
6. Understands the philosophy of ICCS and adhere to and reflect the Society's values and code of ethics;
7. Signs and complies with the following:
 - a. ICCS confidentiality pledge
 - b. ICCS professional conduct agreement
 - c. ICCS acknowledgement of policies;
- d. Become a member of the BCGEU (union), and maintain such membership, upon completion of thirty (30) days as an employee;
8. Has dependable transportation;
9. Remains on site when designated to do so, and at other times carries out program-related duties in the community, including grocery shopping and transportation of food and supplies.
10. Attends work as scheduled except for reasons outlined in the collective agreement.

DUTIES

Support workers must be prepared to regularly perform all of the following duties. Duties that are performed the most are at the top of the list.

General Support Worker Duties

1. Performs **intake** procedures including welcoming new clients, reviewing house rules, filling out intake forms and related paperwork, Confiscating weapons or drug paraphernalia, orienting new clients to the shelter including a tour of the facility, and making helpful introductions to shelter employees and fellow clients;
2. **Observes and monitors** client interaction and behaviour and provides crisis intervention such as first response to suicide threats and medical emergencies; de-escalation, and mediation of conflicts;
3. Performs **discharge** procedures including waking clients from sleep, giving discharge instructions, completing paperwork and data entry, writing discharge summaries, stripping and disinfecting beds and mats, ensuring clients take all their belongings, ensuring bins and lockers are cleared and bedding is placed in laundry hampers. Ensures book-out procedures are followed by removing client information from white board in office;
4. Performs all **cleaning** duties in the shelter, yard, and Martha's Place, completes cleaning records, and oversees laundry room usage including providing instructions to clients on laundry procedures;
5. Provides clients with personal care products, towels, pyjamas, etc.;

³ Generally this occurs after a person has made submission to the Ministry of Public Safety and Solicitor General's "Criminal Records Review Program," via a consent to a CRIMINAL RECORD CHECK. Confirmation must be received prior to training or working a shift. See the Operations Manager for details.

6. Completes all shift responsibilities as per duty lists, including seasonal duties such as snow shovelling;
7. Prepare all meals according to approved menus, and prepares any approved snacks;
8. Performs security checks as often as needed;
9. Reminds clients of house rules when necessary;
10. Documents relevant observations and recommendations regarding client's behaviour, safety, or health concerns, in the client's files, client binder, or log book;
11. provides first-aid;
12. Interacts with clients and practices motivational interviewing techniques;
13. Sets up, where appropriate, appointments and follow-up meetings for clients with the Program Director;
14. Provides feedback, cues, and reminders to clients in accordance with their case or care plans;
15. Checks in with clients already admitted to the program and provides assistance with personal care products, first aid, and issues the client may have encountered during the day;
16. Triage crisis situations that may arise from client interaction and facilitates friendly client interactions and de-escalates client conflicts when possible;
17. When serious conflicts, disagreements, or accusations occur between clients, takes statements from all parties according to established guidelines and submits all documentation to the Program Director;
18. Involves the RCMP if necessary when violence, abuse, threats, or criminal behaviours occurs;
19. Fills out Incident reports in the ICCS database when critical incidents occur;
20. When the manager is not on shift, carries out call-in procedures to cover absences;
21. Reports unsafe and potentially unsafe conditions in the building or between clients to the Program Director;
22. Carries out the telephone safety check-in procedure with Crescent House;
23. Provides regular support to Martha's Place residents throughout the week, and check-ins via telephone with Mary's Place residents on weekends;
24. Other duties as assigned by the Program Director or Executive Director.

Senior Duties

1. Assists management to:
 - a. direct the work at the Parksville Winter Shelter,
 - b. orient and train support workers and volunteers,
 - c. schedule Support Workers and volunteers;
2. Provides guidance to Support Workers by clarifying policies, reviewing work, and communicating expectations;
3. Provides input to the Program Director in the creation of performance evaluations for shelter Support Workers;
4. Oversees the operation of the Shelter in the absence of management or as directed by the Executive Director;
5. Ensures that the shelter space is maintained and cleaned to established standards;
6. Ensures that all housekeeping duties such as laundry, sweeping, mopping floors, inventory, and meal preparation are performed regularly;
7. Performs or ensures grocery shopping is accomplished and adequate food is available to clients;
8. Provides telephone support to support workers on an on-call basis during designated times.

VOLUNTARY DUTIES

1. Attends and participates in shift debriefs before the start of each shift.