CLIENT SUPPORT WORKER

A. JOB SUMMARY

The Client Support Worker is responsible for the supervision, support and safety of Centre clients. The Client Support Worker oversees in client activities and during out of business hours assumes responsibility for the Centre and clients. The Client Support Worker must work shifts (rotating: days, evenings, nights, weekends). Part-Time Non-Continuing Client Support Workers must be available for work at immediate notice.

B. ESSENTIAL DUTIES AND RESPONSIBILITIES

Client Supervision and Support

- Supervise and direct clients as required, following the Centre's policy and procedures with regard to disciplinary measures
- Welcome clients to centre, conduct admission process, and provide initial orientation
- Maintain client safety and take remedial action as required
- Assist clients in maintaining appropriate standards of behaviour and attitude according to established therapeutic intervention practices
- Supervise and support clients in the performance of work assignments
- Provide client support and guidance as required
- Ensure the maintenance of client-related policies and procedures
- Ensure client discharge process and procedures are followed in accordance with policies
- Monitor clients where-abouts on a regular basis
- Role model healthy life style

Safety/Security/First Aid

- Monitor entrances and exits to property
- Deny/prevent access to the compound by intruders (people and animals)
- Maintain security on a 24 hour period
- Coordinate fire drills and facilitate evacuation drills as needed
- During outings ensure safety and rules are followed
- Safely administer medication to clients including prescription (methadone) and non-prescription drugs
- Respond to client injuries; completing critical incident forms as needed
- Administer medical first-aid
- Independently determine severity of injury/illness and action required
- Provide transportation to emergency at hospital when necessary
- Maintain sidewalks in the absence of maintenance worker (shoveling and/or snow blowing)

Recreation and Activity Facilitator

- Assist in planning and implementation of activities which support program objectives (i.e. crafts, recreation, videos)
- Coordinate, supervise and facilitate daily recreational and activities
- Prepare materials for recreation and activities

Bus Driver/Chauffeur

- Provide reliable and safe transport service to clients
- Drive clients to appointments, activities, and meetings in 15 passenger van, 24 passenger bus and lift van (sometimes under dangerous road conditions, i.e. snow and ice)
- Conduct regular pre-inspection of Centre vehicles and written report of any required repairs
- Undertake regular cleaning of Centre vehicles
- Ensure rules of conduct are followed
- Maintain accurate records of journeys, fuel issues, oil, log / mileage sheets

Record Keeping and Report Writing

- Report and record critical incidents according to Centre policies and procedures
- Maintain daily activity logs according to CARF standards
- Prepare client related forms and ensure all client related forms are completed as required in intake, discharge, client personal belongings, etc.
- Assist in the maintenance and, as required, disposal of client files and related information
- Maintain client bed roster
- Participate in team meetings as directed
- Monitor and document client administered medications and personal belongings

Program and Service Development

- Assist in program and service improvement
- Assist in forms development and/or modification
- Assist in the development of new Centre policies and procedures as directed

C. MINIMUM QUALIFICATIONS

Education

- Grade 12 completion
- Class 4 Motor Vehicle License
- First Aid and C.P.R. Certification
- Human Service Worker training or commensurate combination of training and experience

Skills and Abilities

- Knowledge and understanding of First Nations customs and traditions
- Previous experience working in a First Nations health or treatment centre environment
- Computer literacy a must
- Excellent problem solving and conflict resolution skills. Good judgment and client-centered decision making skills in the absence of nurse, supervisor, or counselors; for example, judging seriousness of clients' mental and physical illness/injury, selecting alternatives, determining when to call counsellor or ambulance, intervening in arguments and physical interactions between clients and resolving client dissatisfaction with bed assignments, and administering appropriate consequences

Communication & Attitude

The position requires:

- Effective verbal and writing communication skills
- A positive and professional approach towards clients, fellow staff and public
- Problem solving/critical thinking skills and Excellent interpersonal skills
- Team player who contributes to positive team development and functioning
- Broad understanding of how to deal with concurrent disorder clients and how to help substance abuse patients who are suffering from withdrawal

Experience

- Minimum of 2 years' experience in similar position