



Support Worker

Job Site: Samaritan House

Effective: Monday, January 28, 2010

Revised: 22 August 2013

Reports to: Samaritan House Manager and Samaritan House Program Director

Wage Rate

Classification		April 1/12	April 1/13	April 1/14
Support Worker	Step 1	16.73	17.28	17.84
	Step 2	17.74	18.31	18.91
	Step 3	18.70	19.30	19.93
	Step 4	19.68	20.32	20.98

Step 1	0 - 2000 hours worked
Step 2	2001 - 4000 hours worked
Step 3	4001 - 6000 hours worked
Step 4	6001 hours worked or more
Hours worked includes:	
1.	Hours worked in a classification by the employee,
2.	Hours of paid vacation,
3.	Paid holidays,
4.	Paid union leave up to twenty (20) days per calendar year.

Function of the Shelter Support Worker

- Welcomes all clients with kindness and without judgement.
- Assesses primary needs and provides food, shelter, clothing, first-aid, and a clean, well-ordered environment.
- Safely stores client’s medication for them, 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 case management and community services.
- Monitors client interactions and ensures house rules are followed.
- Adheres to the Society’s standards, protocols, and policies; with particular attention to creating and maintaining an environment of Bio-psychosocial-spiritual safety.
- Observes, documents, and reports important occurrences in the shelter, including changes in client behaviours and identifies all concerns to Manager/Case Manager

Qualifications

Education

1. First aid level 1
2. Foodsafe
3. A certificate or diploma in social services. Examples include:
 - a. Vancouver Island University: Social Services Diploma (2-Year Program)
 - b. North Island College: Social Service Diploma (2-Year Program)
 - c. Sprott Shaw College: Community Support Worker - Social Services (50 Weeks)
 - d. Discovery College: Community Support Worker (45 Weeks)
 - e. University of Victoria: BA in Social Work
 - f. CDI College: Social Services Worker
4. Managing Hostile Interactions (offered by Shelternet BC) and/or Non-violent Crisis Intervention and/or similar training in de-escalation and conflict resolution
5. Listening and feedback training such as Motivational Interviewing, and/or Non-violent Communication a significant asset
6. Suicide prevention training a significant asset
7. Courses in women's studies and women's health an asset

Skills and Knowledge

Interpersonal Skills

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

Task Related Skills

1. Proficient at creating tasty and nutritious meals in compliance with the requirements of the program's contract mandate;
2. Proficient at maintaining a clean and well-ordered environment;
3. Follows protocols and procedures consistently and faithfully while remembering the spirit and intention behind them;
4. Proficient at time management, including the ability to prioritize and multitask;
5. Demonstrates professionalism, including the understanding and practice of professional ethics;
6. Provides first-aid;

7. Adapts to changes in the work environment, including changes in technology and best practices.
8. Learns and acquires new skills to maintain competency on the job, including skills related to office tasks, client care, and professional development.

Communication Skills

1. Communicates well verbally and in writing;
2. Adept at providing objective descriptions of events in the program, especially client behaviour and changes in behavioural patterns;
3. Possesses consistency and the ability to follow guidelines for documentation, such as those related to a daily log, client binders, and files;
4. Proficient at typing and interacting with computers to enter data on a daily basis.

Knowledge

1. Understands the needs of individuals with concurrent disorders;
2. Is familiar with common feminine health issues and is sensitive to cultural and ethnic taboos and teachings related to gender;
3. Understands the role of social housing and the role of the shelter within the wider continuum of housing services;
4. Understands the "Housing First" model and the concept of "barriers," to housing;
5. Maintains awareness of "street culture" and the methods and strategies used by street entrenched individuals to obtain services;
6. Knowledgeable of community resources;
7. Possesses knowledge of theories, principles, and practices in the field of mental health and addiction services;
8. Has a working understanding of computer-based technologies relevant to the collection and maintenance of accurate data and other common office tasks;
9. Understands the defined role, scope, and limitations of a Support Worker in the wider spectrum of social services.

Requirements

1. Required to work independently with multiple clients who exhibit a wide range of behaviors and experience emotional distress;
2. Required to possess and maintain a moderate level of physical fitness;
3. Required to fill out and submit the Ministry of Public Safety and Solicitor General's "Criminal Records Review Program Consent to a CRIMINAL RECORD CHECK" form #PSSG10-031 (for working with children and/or vulnerable adults) prior to training or working a shift;
4. Required to understand the philosophy of ICCS and adhere to and reflect the Society's values and code of ethics to the community;
5. Must sign and comply with the following:
 - a. ICCS confidentiality pledge
 - b. ICCS professional conduct agreement
 - c. ICCS acknowledgement of policies;
6. All support workers shall, as a condition of continued employment, become members of the Union, and maintain such membership, upon completion of thirty (30) days as an employee;

7. Required to have dependable transportation;
8. Required to remain on site at all times, except where directed to do otherwise by the program manager, a law enforcement officer, or equivalent; or in the case of a fire, danger, or natural disaster that requires evacuation;
9. Attendance at regular staff meetings is voluntary and employees receive their regular rate of pay for attendance. Occasional mandatory staff meetings may also be scheduled.

Duties

All of the following duties are part of the support worker job descriptions and individual employees will be evaluated on each duty they are required to perform based on their position. See the positions policy for clarification on the function of positions.

Casual Support workers must be prepared to perform all duties listed.

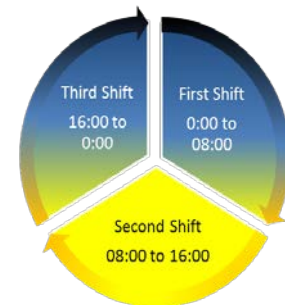
Universal Duties

1. Welcomes new clients and performs intake procedures including filling out intake forms and related paperwork, orienting new clients to the shelter including a tour of the facility, and making helpful introductions to shelter employees and fellow clients;
2. Sets up, where appropriate, appointments and follow-up meetings for clients with the Program Director/Case Manager;
3. Reviews all established case management plans and asks for clarification if the plans are not clear;
4. Reminds clients of house rules when necessary;
5. Confiscates weapons or drug paraphernalia on admission and subsequent entrances if found or discovered and files a related incident report;
6. 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;
7. Triages crisis situations that may arise from client interaction;
8. Facilitates friendly client interactions and de-escalates client conflicts when possible;
9. When serious conflicts, disagreements, or accusations occur between clients, takes statements from the parties involved according to established guidelines and submits all documentation to the program manager for further action;
10. Involves the RCMP if necessary when violence, abuse, threats, or criminal behaviours occurs;
11. Logs relevant observations and recommendations regarding client's safety or health concerns, in the client's files, client binder, or log book;
12. Fills out Incident reports in the ICCS database when critical incidents occur;
13. Provides feedback, cues, and reminders to clients in accordance with their case or care plans;
14. Interacts with clients and practices motivational interviewing techniques;
15. Performs security checks;
16. Ensures Foodsafe practices;

17. Prepare all meals according to approved menus;
18. Instructs clients on laundry procedures and oversees laundry room usage;
19. Upon discharge of clients ensures that beds are stripped and disinfected. Ensures that bins and lockers cleared, and bedding is placed in laundry hampers. Ensures that beds are setup/made for next client;
20. Ensures bookout procedures are followed by removing client information from white board in office;
21. Ensures that the intake sheet is filed and day sheet is updated;
22. Attends and participates in voluntary Shift Debriefs, 10 minutes prior to start of shift;
23. Other duties as assigned by the Program Manager/Case Manager.

At Samaritan House there are three shifts per day and two general areas within the building (upstairs and downstairs) to which a support worker can be assigned. Many additional (i.e. non-universal) duties are assigned to each specific shift and location within the building.

See the duties sheet for details.



Working with Case Managers

Because of the short term nature of some stays at Samaritan House, many clients will not have or require a case plan created with a Case Manager. When a case (or care) plan does exist, a Support Worker follows the recommendations and instructions in the plan.

Case plans may be created between the client and the Samaritan House Case Manager or a Health Authority Case Manager and may specify triggers to avoid and best practices to use when interacting with a client.

Support Workers are encouraged to trust the recommendations of Case Managers as professional colleagues. VIHA Case Managers often have access to detailed case histories for a client on their case load, but be unable to share the details due to various constraints, including confidentiality.

Open communication with Case Managers is essential and in respect of the chain of command, inquiries about case plans should be made with the Samaritan House Case Manager first, whenever possible.

Meetings

Attendance at regular staff meetings is voluntary and employees receive their regular rate of pay for attendance. While not mandatory, attendance is strongly encouraged for the transfer of vital information and to foster team cohesion.

Occasional mandatory staff meetings may also be scheduled.