

EWS Support Worker

Job Site: Parksville

Effective: 24 October, 2016

Revised:

Reports to: Executive Director

Wage Rate

Classification		2016/17
Community Support Worker	Step 1	17.84
	Step 2	18.91
	Step 3	19.93
	Step 4	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 all client's primary needs and provides food, shelter, clothing, first-aid, and a clean, well-ordered environment.
- 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.

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)
4. Managing Hostile Interactions (offered by Sheltarnet 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

Skills and Knowledge

INTERPERSONAL SKILLS

1. Remains calm when faced with challenging behaviour and is patient with 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. Works as a member of a team;
7. Practices self-care;
8. Senses and contributes to the shelter's therapeutic culture.

TASK RELATED SKILLS

1. Proficient at creating tasty and nutritious meals;
2. Proficient at maintaining a clean and well-ordered environment;
3. Follows protocols and procedures consistently and faithfully;
4. Proficient at time management, able to prioritize tasks and maintain schedules;
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, especially behaviour;
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.

KNOWLEDGE

1. Understands the needs of individuals with concurrent disorders;
2. Familiar with common health issues among people who are homeless;
3. Sensitive to cultural and ethnic differences;
4. Understands the role of the EWS within the wider continuum of housing services;
5. Understands the “Housing First” model and the concept of “barriers,” to housing;
6. Maintains awareness of “street culture” and the methods and strategies used by street entrenched individuals to obtain services;
7. Knowledgeable of community resources;
8. Possesses knowledge of theories, principles, and practices in the field of mental health and addiction services;
9. Has a working understanding of computer-based technologies relevant to the collection and maintenance of accurate data and other common office tasks;
10. Understands the defined role, scope, and limitations of a Support Worker

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;
5. Must sign and comply with the ICCS confidentiality pledge, ICCS professional conduct agreement, and ICCS acknowledgement of policies;
6. All support workers shall, as a condition of continued employment, become members of the BCGEU (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 when a fire or disaster 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

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

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, meetings for clients with the Program Manager or Outreach Worker;
3. Reviews case notes and management plans and asks for clarification if the plans are not clear;
4. Reminds clients of shelter rules when necessary;
5. Confiscates weapons or drug paraphernalia on admission and subsequent entrances.
6. If weapons or drug paraphernalia are found, logs details or in serious cases creates an incident report;
7. Checks in with clients already admitted and provides assistance with personal care products, first aid, and issues the client may have encountered since intake;
8. Triages crisis situations that may arise from client interaction;
9. Facilitates friendly client interactions and de-escalates client conflicts when possible;
10. 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;
11. Involves the RCMP if necessary when violence, abuse, threats, or criminal behaviours occurs;
12. Logs relevant observations and recommendations regarding client's safety or health concerns, in the client's files, client binder, or log book;
13. Fills out Incident reports in the ICCS database when critical incidents occur;
14. Provides feedback, cues, and reminders to clients in accordance with any case or care plans that may be in place;
15. Interacts with clients and practices motivational interviewing techniques;
16. Performs security checks;
17. Prepares meals and ensures Foodsafe practices;
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 book out 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. Other duties as assigned by the Program Manager or Executive Director.

Voluntary Duties

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