

Support Worker

Job Sites: Crescent House

Effective: March 1, 2010

Revised: 22 August 2013, 01 December 2016

Reports to: Program Manager

Wage Rate

Term: April 1, 2015 to March 31, 2017

Classification:

Support Worker	Step 1	17.84 (15.15 OS ¹)	0 - 2000 hours worked ²
	Step 2	18.91 (16.18 OS)	2001 - 4000 hours worked
	Step 3	19.93 (17.08 OS)	4001 - 6000 hours worked
	Step 4	20.98 (17.98 OS)	6001 hours worked or more

The Function of the Support Worker

- Welcomes all clients with kindness and without judgement;
- Maintains a safe, clean, well-ordered environment;
- Screens clients for admittance;
- Turns away clients for safety concerns, or not matching criteria;
- Discharges clients for safety reasons or for breaking house rules;
- Observes and records clients vital signs, behavioral patterns, breathing, and speech patterns;
- Assesses¹ client's bio-psycho-social-spiritual status during intoxication, withdrawal, and stabilization;
- Provides food, blankets, hygiene supplies, first aid, and information;
- Ensures client's belongings, including medication, are stored safely;
- Documents all relevant details for program manager, and Island Health Nurse;
- Calls 911 in emergencies;
- Refers clients to the Island Health Nurse, CRT, or other emergency services for medical emergencies, therapy, counseling, case planning, medication changes, and recovery services;
- Provides non-medical withdrawal management for symptoms experienced during sobering;
- Models and demonstrates healthy behaviours, boundaries, communication, and calmness;
- Offers clients emotional support and empathy while maintaining professional boundaries;
- 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.³

¹ OS – Opportunistic Sleep Shifts

² 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.

³ Other functions listed in this job description or in supporting lists of shift responsibilities are secondary to the above functions and may occur after the above functions have been accomplished.

Qualifications

EDUCATION

1. A certificate or diploma in social services;⁴
2. First aid: “Emergency First Aid – Community Care” or higher;
3. Foodsafe;
4. Managing Hostile Interactions⁵ 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 an asset.

SKILLS AND KNOWLEDGE

INTERPERSONAL SKILLS

1. Remains calm when faced with challenging, anti-social, aggressive, or disruptive behaviour;
2. Demonstrates 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 to detect possible decompensation, drug use, and mental or emotional distress or decline;
7. Able to speak frankly and sensitively about sexual health and safety;
8. Resists offering counseling, therapy, and advice;
9. Works as a member of a team;
10. Practices self-care;
11. Senses and contributes to the program’s therapeutic culture.

TASK RELATED SKILLS

1. Creates tasty and nutritious meals in compliance with the program’s contract mandate and Foodsafe;
2. Follows protocols and procedures consistently and faithfully;
3. Able to prioritize tasks;
4. Follows and maintains efficient routines;
5. Able to adapt to changes in the work environment, including changes in technology and best practices;
6. Able to acquire new skills to maintain competency on the job, including skills related to office tasks, client care, and professional development.

COMMUNICATION SKILLS

1. Able to say “no” politely but firmly to clients when necessary;
2. Adept at objective descriptions, especially regarding client behaviour and behavioural changes;
3. Able to communicate well verbally and in writing and to type and interact with necessary electronics.

⁴Examples 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

⁵ offered by Shelternet BC

KNOWLEDGE

Understands:

1. Harm reduction;
2. Chemical dependency;
3. The role and limitations of a Support Worker in the wider spectrum of health services.
4. The role and limitations of the program within the continuum of mental health and housing services;
5. the needs of individuals with concurrent disorders;
6. The “Housing First” model and the concept of “barriers,” to housing;
7. Standard theories, principles, and practices in the field of mental health and addictions;
8. “Street culture” and the methods and strategies used by street entrenched individuals to obtain services;

Maintains awareness and up to date information on community resources;

Requirements

Required to:

1. Demonstrate professionalism;
2. Practice professional ethics;
3. Work independently with multiple clients who exhibit a wide range of behaviors;
4. Possess and maintain a moderate level of physical fitness;
5. Be cleared by the Solicitor General for working with vulnerable adults;⁶
6. sign and comply with the following:
 - i. ICCS confidentiality pledge
 - ii. ICCS professional conduct agreement
 - iii. ICCS acknowledgement of policies;
7. Become a members of the BCGEU (union), and maintain such membership;
8. Have dependable transportation;
9. Remain on site at all times, except when directed to do otherwise by the program manager, law enforcement officer, or equivalent; or in the case of a fire or disaster that requires evacuation.
10. Follow society policies, code of ethics, and guidelines.

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.

1. Performs intake procedures including screening clients, directing clients through the intake process, reviewing house rules, filling out related paperwork, taking vital signs, orienting client to the areas in the house they are authorized to occupy, and making helpful introductions to other employees and clients;
2. Confiscates weapons and drug paraphernalia on admission of crisis stabilization clients and when a client returns from being out of the program if indicated in a client’s case/care plan;
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;
4. provides first-aid;
5. Performs hourly health checks;
6. Performs regular security checks;

⁶ 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.

7. 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;
8. 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;
9. Fills out Incident reports in the ICCS database when critical incidents occur;
10. Involves the RCMP if necessary when violence, abuse, threats, or criminal behaviours occurs;
11. Provides resources related to housing searches and other community services, and refers clients to their Health Authority team for clinical and medical needs;
12. Provides clients with personal care products, towels, pyjamas, etc.;
13. Performs regular charting;
14. Reviews care plans;
15. Documents and reports changes in a client's behaviour and health to the manager or nurse.
16. Follows all instructions outlined in care plans, client files, and logs. Asks for clarification if the plans and instructions are not clear;
17. Provides feedback, cues, and reminders to clients in accordance with their care plans;
18. Logs relevant observations and recommendations regarding client's safety or health concerns, in the client's files or client binder or log book;
19. Performs all cleaning duties and completes or cleaning records;
20. Assembles and distributes information and resource materials for clients on further treatment or support options, addictions education and follow up planning and makes referrals to other services;
21. Reports unsafe and potentially unsafe conditions in the building or between clients to the manager;
22. Reminds clients of house rules when necessary;
23. Interacts with clients and practices motivational interviewing techniques;
24. Ensures Foodsafe practices;
25. Provides nutrition options, and prepares any approved meals and snacks;
26. Oversees laundry room usage;
27. Attends and participates in voluntary Shift Debriefs, 10 minutes prior to start of shift;
28. Other duties as assigned by the Program Manager/Case Manager.

WORKING WITH CASE MANAGERS AND NURSES

Support Workers facilitate a healthy and friendly working relationship with all Island Health workers and support any case or care plans created for a client.

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.

ⁱ **Definition of Assessment** - Because Support Workers are unregulated in Canada assessments made by them are considered by ICCS and Island Health to be non-clinical. Non-clinical assessment involves the application of guidelines and protocols to interpret client responses for the purposes of administration, education, reporting, and data collection. This should not be confused with clinical assessments which are done by a nurse or other medically qualified clinician and involve taking a patient history, performing medical tests, or gathering metrics via professional tools or survey methods to provide the basis for a diagnostic or treatment-focused judgement.

Assessment in this job is equivalent to assessment as described in VIHA Job Description No. 20109 **Addictions & Recovery Worker**

Classification: Support Worker 2 Grid / Pay Level: C10A
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<http://www.kcl.ac.uk/sspp/policy-institute/scwru/pubs/2008/manthorpeandmartineau2008support.pdf>

http://www.nes.scot.nhs.uk/media/350213/hcsw_report_final.pdf

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