

SUMMIT HOUSING & OUTREACH PROGRAMS

JOB DESCRIPTION

Job Title: Community Support Worker for the Justice Program in North Halton

Reports to: Justice Program Manager

Purpose of Position

To provide portable moderate case management services for consumers of mental health services (i.e. people living in our supportive housing units) through the use of a flexible, comprehensive, and individualized model of support; and to implement the goals and objectives of the Summit Housing & Outreach Programs residential and case management programs.

Key Responsibilities:

Job requires:

1. Assessing rehabilitative potential of clients to develop individual service plans and goals in co-operation with clients, and establishing a trusting relationship in the implementation of service plans that meet clients' needs and maximizes their independence.
2. Facilitating linkages with community groups.
3. Ensuring clients' involvement in the program planning and decision making process to facilitate client self-determination.
4. Providing support and guidance, when required, to individuals to facilitate learning the activities of daily living, e.g.: budgeting, cooking, cleaning, shopping, personal hygiene, social and recreational activities.
5. Ensuring a safe and efficient operation of the Summit Housing & Outreach Programs residences, and ensuring that a satisfactory standard of nutrition and cleanliness is maintained.
6. Recognizing crisis situations, assessing, responding and/or diffusing situations.
7. Accurately and neatly preparing written and computer records in the correct format and within relevant legal boundaries for each client, and ensuring confidentiality of records and client information.
8. Recording client outcomes within guidelines established by the Ministry of Health and Long-Term Care.
9. Ensuring co-operative relations are maintained with clients' family members and personnel of other community agencies.
10. Presenting a professional image and adhering to the Summit Housing & Outreach Programs dress code.
11. Maintaining a positive, flexible and co-operative attitude at all times.
12. Working independently with minimum supervision.
13. Other duties/responsibilities as assigned by the Manager or Executive Director.

Typical Activities:

Job Requires:

1. Willing and able to work shifts as assigned.
2. Arrive for work 15 minutes before shift change.
3. Driving a vehicle with adequate insurance to various sites to provide case-management services to clients.
4. Attend regular staff meetings, and be prepared to discuss relevant program and client issues, and maintain attitude of co-operation.
5. Support a team structure.
6. Be familiar with, and support individual needs, of each client.
7. Be cognizant of inappropriate behaviour demonstrated by clients.
8. Maintain open communication lines with Manager.
9. Assess clients' progress and discuss outcomes with colleagues and Manager.
10. Conduct goal reviews with clients, according to Summit Housing & Outreach Programs guidelines, and assist individuals to recognize skills which can be improved upon to facilitate formulating realistic long-term goals.
11. Establish behavioural goals in co-operation with Summit Housing & Outreach
12. Complete written and computer reports.
13. Report any apartment maintenance problems to the Manager.
14. Keep Manager informed of any concerns.
15. Develop and maintain channels of communication with family members, community service providers, psychiatric and medical supports.
16. Perform duties within the guidelines of the Mental Health Act.

Knowledge

Job requires knowledge of the moderate case management process, psychiatric disorders, counseling, teaching daily living skills, crisis intervention and techniques. Job requires knowledge of the Mental Health Act; community resources; and the legal boundaries of record keeping. The skill of motivating clients to work towards goals and achieve independence is required. Job requires crisis intervention knowledge.

Reasoning/Problem Solving

Job requires ability to determine interactive responses that allow clients independence. Job requires the ability to recognize an unsafe environment (e.g. when visiting a client's home), and good judgment to decide whether or not to enter or leave a home.

Communication

Job requires excellent oral and written communication and computer skills to: provide guidance to clients; discuss information regarding clients' needs with clients and staff team members; write client progress and other reports, and miscellaneous paperwork.

Job requires interpersonal skills to relate to clients in a supportive and professional manner which encourages trust, respect, co-operation and motivation. Tact and sensitivity are required when interacting with clients and discussing information concerning their goals, problems and progress. Job requires excellent interpersonal skills and positive attitude to maintain effective working relationships with staff team members and community service providers.

Freedom of Action

Job requires working within a framework of Summit Housing & Outreach Programs policies, procedures, standards, philosophies and objectives; and the Collective Agreement between S.E.I.U. and Summit Housing & Outreach Programs; working within recognized case management and rehabilitative methods and practices. Job requires identifying, reporting and recording incidents with a potential for negative outcomes related to safety or service provision, e.g.: client's verbalization of aggressive threats against self or others or alterations in behaviour. The ability to follow directives from Co-ordinators and Executive Director is required.

Job exercises latitude in decision making by: taking initiative in crisis, emergency or unusual situations. Client progress is discussed with the Co-ordinator and peers during staff meetings.

Responsibility for Clients

Job requires responsibility for motivating clients to reach their full potential; to acquire independence; and to attain the highest quality of life possible within a framework of dignity and mutual respect. Job requires the ability to recognize clients' decompensation of her/his mental health and identifying the need for referral to appropriate clinical support. The job requires the responsibility to provide crisis intervention, and supportive counselling in order to resolve problems.

Physical Co-ordination and Dexterity

Job requires physical co-ordination in demonstrating the skills required to perform various daily living skills, (e.g.: cooking, cleaning, gardening, painting). Job occasionally requires physical exertion when demonstrating various housekeeping techniques. Physical co-ordination is also required in the use of office equipment (e.g.: computer, telephone, fax machine, photocopier).

Job requires dexterity to prepare computer and written client progress reports, prepare service plans, complete travel expense and lieu sheets, to complete Job Activity Time Sheets and miscellaneous documentation as required.

Mental Effort

Job frequently requires sustained or unbroken concentration for intermediate periods of time (when interacting with clients) which necessitates careful listening and attention to detail in order to provide optimum support to clients. Sustained concentration for short periods of time is required to: read progress reports and print materials, attend meetings, relay information at shift change. Job requires sudden shifts in mental focus (several times/day) that are beyond the control of the job such as: responding to crisis or unexpected situations; need to participate in ad hoc discussions with staff, clients, family members, service providers or others.

Disagreeable and/or Hazardous Working Conditions

Job requires dealing with upset, and sometimes angry, clients who are having to come to terms to living with a serious mental illness, and responding to traumatic events such as attempted suicide, disturbed behaviour, and aggressive and/or violent incidents. The job

also requires occasional exposure to risk of physical injury from irrational behaviour of clients.

Critical Job Criteria

Job requires:

1. Degree in mental health discipline or social work, or diploma coupled with extensive case management experience.
3. Interest and knowledge of the Criminal Justice System.
2. Knowledge and familiarity with the North Halton communities.
3. Case-management experience.
4. Ability to work both independently and co-operatively within a community-based service providers' team.
5. Ability to carry out managers' directives.
6. Special interest, skill, and sensitivity in working with consumers of mental health services
7. Ability to recognize, assess, respond, and/or diffuse crisis situations.
8. Valid driver's license, adequate insurance coverage – use of a vehicle is essential
9. Willingness to work shifts as assigned.
10. A good role model.
11. Ability to project a professional image while representing Summit Housing & Outreach Programs.