

## **COMMUNITY LIVING ACCESS SUPPORT SERVICES**

**Vision:** To Inspire Possibilities!

**Mission:** To Promote Choice for People with Disabilities

### **Position Summary**

**Position Title:** Support Coordinator I      **Program:** Direct Support

**Department:** Direct Support

**Reports to:** Supervisor

**Revision Date:** June 23, 2017

#### **Purpose:**

It is the responsibility of the Support Coordinator I (SC1) to perform all duties and responsibilities in a manner consistent with the agency Vision, Mission and Values. The SC1 assists individuals supported to identify and work towards achieving personal goals, relationships, skills, and social roles. The SC1 promotes effective participation in the typical and valued life of the community by co-ordinating individualized services and supports.

#### **Key Responsibilities and Duties:**

- 1. Household Management** - Assists Individuals to maximize their skills, abilities and independence. May include but not limited to helping with meal preparation, laundry, cleaning, decorating and transportation.
  - a. Coordinates necessary shopping activities
  - b. Assists and ensures that nutritious meals are prepared as per individual preferences, using safe and hygienic food handling and storage practices.
  - c. Ensures household routines and maintenance are completed
  - d. Ensures all agency and Individual's property is maintained at an optimal level of safety and cleanliness.
  - e. Ensures vehicle maintenance is completed
  - f. Respects and protects the Individual's home and all personal belongings.
- 2. Financial Supports-** assists Individuals with financial supports.
  - a. Maintains and oversees financial accountability including the completion of financial budgeting and planning, financial records, monthly audits and forms i.e. ODSP, CPP, Ontario Works, etc.
  - b. Manage house petty cash responsibly, to purchase necessities for the home and Individuals as directed by Individuals and completes documentation of all petty cash transactions.
- 3. Facilitation of Services** - has knowledge sufficient to fulfill their role related to the Person Centred Plan, Individual Service Agreement in accordance with policy and procedure, including development, implementation, participation and review

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- a. Understands individual service and life planning process
- b. Maintains collaborative professional relationships with all people, follows ethical standard of practice (confidentiality, informed consent), and recognizes personal needs of Individuals.
- c. Facilitates the development of and implements an individualized plan based on the person's preferences, needs and interests
- d. Assists and/or facilitates the review of the achievement of individual outcomes
- e. Assists Individuals with all aspects of daily living, including but not limited to arranging appointments, transportation, accessing the community, and financial support as needed.
- f. Follows the Daily Planner and assists with planning and activities.

### **4. Health and Wellness** - Promotes the health and wellness of Individuals.

- a. Administers and monitors effectiveness of medications in accordance with agency policy and procedures
- b. Responsible to order, receive and check medications following agency procedures Monitors medication supplies, reports missing medications and medication errors, and reorders medications and medical supplies as needed
- c. Maintains current knowledge of Individuals medication regimes, why each medication is given, and the possible side effects.
- d. Observes and implements appropriate actions to promote healthy living and to prevent illness and accidents
- e. Uses appropriate first aid/safety procedures when responding to emergencies
- f. Assists Individuals in scheduling, attending, and following through on appointments
- g. Assists Individuals in completing personal care (including but not limited to hygiene, grooming, meal assistance, tube feeding, oral suctioning, colostomy/ileostomy care, catheter care, bowel/bladder care)
- h. Assists with identifying, securing, using and maintaining needed adaptive equipment (i.e hearing aid, walker, wheelchair) and therapies (i.e physical, occupational, speech, respiratory, psychological)
- i. Assists in implementing health and medical treatments
- j. Compiles and presents relevant health care information and medical histories
- k. Provides emotional support as required.
- l. Promotes and encourages each Individual to maintain an optimum level of health, well-being and self-esteem.
- m. Maintains current knowledge of drug and food allergies and sensitivities of each Individual.

### **5. Organization Participation** - is familiar with the agency Vision, Mission and Values, Outcomes and Core Competencies.

- a. Is aware of the organizational Vision, Mission, Values, Outcomes and Core Competencies and how they relate to the job roles/responsibilities
- b. Maintains current knowledge and practice of all relevant plans, policies and procedures of the agency.
- c. Ensures optimal health and safety of self and others by adhering to relevant legislation/regulations (i.e. Occupational Health and Safety Act, Highway Traffic Act, Quality Assurance Measures and funding requirements), by

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- completing required inspections/drills and wearing/using necessary protective equipment
- d. Respects and protects the privacy of information relating to agency, Individual and employee affairs.
  - e. Provides final assessment and signoff of new staff during orientation and student placements.
5. **Documentation** - is aware of the requirement for written and electronic documentation and is able to manage these requirements efficiently
- a. Responsible for ensuring the development and maintenance of accurate records, collecting, recording, compiling and evaluating data when required. Submits records to appropriate sources in a timely manner
  - b. Maintains standards of confidentiality and ethical practice
  - c. Maintains established logbooks and all other required forms of documentation (including electronic documentation using AIMS) in a thorough, clear, and legible manner.
  - d. Reads and initials all relevant documentation on an ongoing basis.
  - e. Understands and uses correct reporting procedures for serious or unusual incidents, including but not limited to Individuals injury or illness, or injury involving employees.
6. **Empowerment** - enhances the ability of Individuals to lead a self-determining life by providing the support and information necessary to: build self-esteem, develop decision making skills, exercise choices, assume responsibility and dignity of risk
- a. Assists and supports individuals in making informed choices, following through on responsibilities and trying new experiences
  - b. Promotes and facilitates participation in support services, consulting with and involving the person in the support process
  - c. Promotes opportunities for people to self-advocate, encouraging and assisting them to speak on their own behalf
  - d. Provides information about human, legal, civil rights and other resources, facilitating access to such information and assists in using information for self-advocacy and decision making about living, work and family/social relationships
  - e. Respects and protects the rights of Individuals, including but not limited to their right to independence, autonomy, and self-determination; their right to choose and practice individual values, beliefs, religion, and culture; their right to privacy and dignity; and their right to live free from retaliation, discrimination, and abuse.
  - f. Supports Individuals with problem solving and conflict resolution
7. **Assessment** - is knowledgeable about formal and informal assessment practices (eg. Behavioural Analysis assessments, medical assessments, physical and mental health assessments), in order to respond to the needs, desires and interests of people
- a. Knowledgeable of, implements and utilizes the processes used to discover the

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- needs, preferences and abilities of people and how they are used in development and review of life planning
- b. Discusses both formal and informal findings and recommendations with people in a clear and understandable manner
  - c. Assists, completes or arranges for assessments to determine the needs, preferences, and abilities of people by gathering information, informing people about what to expect throughout the assessment process, using appropriate assessment tools and strategies, reviewing the process for inconsistencies, and making corrections as necessary
8. Advocacy - knowledgeable about the diverse challenges facing Individuals (eg. human rights issues, bullying, community participation, lack of understanding from service providers...) and takes action
- a. Assists and/or represents people when there are barriers to his or her service needs (i.e. understanding/advocating needs)
  - b. Promotes the integration and acceptance of Individuals in the community.
9. Community and service networking - Staff are knowledgeable about the formal and informal supports available in the community and are skilled in assisting individuals to identify and gain access to such supports
- 9.1 Assists in identifying the needs of people for community supports, working with individuals to identify resources, places, events, and assisting them to initiate community connections
  - 9.2 Researches, develops and maintains information on community and other relevant resources
  - 9.3 Ensures access to needed community resources by coordinating supports across agencies
10. Building and maintaining friendships and relationships – supports people in the development of relationships.
- 10.1 Supports people in the development and maintenance of friendships and other relationships
  - 10.2 Helps connect Individuals to community groups, neighbours and other relationships.
  - 10.3 Maintains and models appropriate personal boundaries with Individuals, and refrains from involvement with Individuals personal affairs or other business that may constitute a conflict of interest.
11. Communication – is knowledgeable about the range of effective communication strategies and skills necessary to establish collaborative relationships
- 11.1 Uses effective, sensitive communication skills to build rapport and channels of communication by recognizing and adapting to the range of individual communication styles
  - 11.2 Uses modes of communication that are appropriate to the communication needs of self and others
  - 11.3 Communicates with support team members to ensure information is shared in

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- a consistent manner
  - 11.4 Communicates effectively with Individuals using their chosen means of communication (eg, picture boards, bliss symbols, or speech devices).
  - 11.5 Communicates effectively and uses a professional approach with all stakeholders.
  - 11.6 Provides support to casual/relief employees regarding Individuals and household routines.
12. Crisis Intervention - Knowledgeable about crisis prevention, intervention and resolution techniques and matches such techniques to particular circumstances and individuals
- 12.1 Identifies the potential for crisis for people
  - 12.2 monitors crisis situations, discusses incident with appropriate staff and individuals, adjusts supports and the environment and complies with reporting requirements
13. Attends required courses to gain knowledge and information necessary to perform job duties
14. Vocational, education and career support - knowledgeable about the career and education related concerns of Individual.
15. Health and Safety Awareness
- 15.1 Maintains current knowledge and practice of occupational health and safety regulations, fire safety and other emergency policies and procedures.
  - 15.2 Reports all health and safety risks or concerns and workplace maintenance requirements to the supervisor.
  - 15.3 Operates all equipment, including vehicles in a safe and appropriate manner.
  - 15.4 Maintains working knowledge of safe body mechanic techniques, and utilizes this knowledge while performing all duties.
  - 15.5 Understands and uses principles of good hygiene and universal precautions in all aspects of the job.
  - 15.6 Submits Daily Shift Inspections, Fire Drill Reports, performs emergency evacuation drills, and completes the Emergency Preparedness Checklist as directed by the Supervisor.
  - 15.7 Takes responsibility for personal health and safety and wears appropriate clothing, footwear, and personal protective gear while on duty.
  - 15.8 Reports to work fit and able to perform all job duties and responsibilities, and remains alert and attentive throughout every shift.
16. Performs other related duties as required.

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### **Core Competencies – relate to all Duties and Responsibilities**

1. Advocating for Others

Individuals demonstrating the competency “Advocating for Others” show through their behaviours an inclination to champion a cause or issue and try to get others to support it (i.e., trying to win the support of others).

2. Collaboration

Collaboration Is about communicating with others both within one’s team as well as with individuals, agencies and organizations outside one’s immediate work area or span of control (e.g., with community partners and stakeholders) to create alignment within and across groups. It is not only encouraging but expecting collaborative efforts and information sharing across agency/organizational lines toward shared outcomes.

3. Creative Problem Solving & Decision Making

Creative Problem Solving and Decision Making is the demonstration of behaviours that enable one to identify and solve problems by understanding the situation, seeking additional information, developing and weighing alternatives, and choosing the most appropriate course of action given the circumstances. Problems can be solved by breaking the issue into smaller pieces or by identifying patterns or connections between situations that are not obviously related. It involves the willingness to and demonstration of behaviours associated with taking a creative approach to problems or issues. It includes “thinking outside of the box” to go beyond the conventional, and to explore creative uses of resources.

4. Fostering Independence in Others

Fostering Independence in Others is about enabling others to be self-sufficient and to nurture self-determination. It is also the sharing of responsibility with individuals and groups so that they have a deep sense of commitment and ownership.

5. Initiative

Initiative is about taking action, proactively doing things and not simply thinking about future actions. The time frame of this scale moves from addressing current opportunities or problems (being reactive) to acting on future opportunities or problems (being proactive). People with this competency are action-oriented – they act in the present to create value in the future.

6. Interpersonal Relations & Respect

Interpersonal Relations and Respect involves dealing with people in a respectful and sensitive manner. It implies truly listening, understanding,

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accepting and respecting the opinions, feelings, perspectives and motivations of others. It is also the demonstrated willingness to use this knowledge to shape one's own responses and to show a concern for the welfare, dignity and feelings of others.

### 7. Resilience

Resilience involves maintaining stamina and performance under continuing stress, and to act effectively under pressure. It includes bouncing back from disappointments or confrontations, not letting them negatively influence ongoing performance. Resilient people consistently display determination, self-discipline and commitment in spite of setbacks or lack of support, and a willingness to take a stand when appropriate.

## **Job Specifications/Requirements (qualifications, skills, effort and working conditions)**

### **Qualifications**

- 2 year community college diploma in human services and/or equivalent related experience
- Valid First Aid and CPR certification
- Valid Class G driver's license
- Certification in Nonviolent Crisis Intervention

- Threshold Competencies of Flexibility, Self Control, Service Orientation and Values/Ethics

Flexibility is adapting to and working effectively within a variety of situations, and with various individuals or groups. Flexibility entails understanding and appreciating different and opposing perspectives on an issue or situation, adapting one's approach as the requirements of a situation change, and changing or easily accepting changes in one's own organization or job requirements.

Self-Control involves keeping one's emotions under control and restraining negative responses when provoked or when faced with opposition or hostility from others, or when working under conditions of stress. While anger and frustration may, at times, be justified, this competency is concerned with expressing or resolving it in an appropriate way that doesn't harm self or others, emotionally or physically.

Service Orientation is about identifying and serving people who receive support, the public, colleagues, partners, co-workers and peers to best meet their needs. It is the ability to understand those underlying needs of others and to use this information to benefit those they serve/support – both those who receive support and others within the developmental services sector. Individuals demonstrating this competency are able to put himself/herself into the mind of the people who receive support and understand needs from the their point of view. It includes focusing one's efforts on discovering and meeting the needs of the people who receive support, including unexpressed and/or future needs, in order to develop a broad understanding of those they support.

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Values and Ethics refers to depicting conduct, dispositions and viewpoints consistent with personal integrity, as well as concern for, and sensitivity to, the fundamental values and ethics of the agency/organization/sector and the profession. It includes the capacity for sound ethical judgment in an ethically complex work environment and in the face of pressures and constraints.

### **Skills**

- Awareness of and sensitivity to the philosophies of service delivery for persons with disabilities
- Ability to withhold action in absence of important information, deal with unresolved situations, frequent change, and delays or unexpected events
- Ability to make decisions quickly on available information and take action, make commitments, and deal with emergencies as required
- Ability to present information verbally, and to interpret verbal and non-verbal cues given by people
- Ability to write clearly and effectively present ideas and information, document activities, read and interpret information
- Ability to delegate tasks to other team members, when appropriate
- Ability to problem-solve situations by analyzing the problem and evaluating alternate solutions
- Ability to make decisions and take action while exhibiting judgement and a realistic understanding of issues, and to use reason when dealing with emotional topics
- Demonstrates commitment to responsibilities, taking action and exhibiting high motivation
- Ability to handle multiple demands of meeting daily requirements from people
- Flexibility to accommodate support requirements and respond to emergency situations
- Ability to operate household appliances, basic outdoor equipment, office equipment, assistive equipment (van lifts, transfer and bath lifts, power wheelchairs), medical equipment (blood pressure cuff, thermometer)
- Ability to use basic computer programs such as Microsoft Office, Web based applications

### **Effort**

- Lifting, pushing, pulling, and carrying of materials of varying weights as per current positional Physical Demands Analysis

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- Ability to lift and transfer Individuals, using appropriate equipment provided
- Requires working in a variety of locations based on the support requirements and operational needs (may be redeployed to other work locations)

### **Working Conditions**

- Exposure to hazards including dust, dirt, smoke, cleaning supplies, noise, feces, urine and other human body fluids, possible exposure to Hepatitis B or other infectious diseases and exposure to weather elements
- Physical risk when required to implement physical and verbal interventions when dealing with a variety of people

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### Position Summary

<b>Position Title:</b> Support Coordinator 2	<b>Program:</b> Direct Support
<b>Department:</b> Operations	
<b>Reports to:</b> Supervisor	
<b>Revision Date:</b> June 23, 2017	

### **Purpose:**

Under the direction of the Supervisor, is responsible for:

Performing all duties and responsibilities in a manner consistent with the agency Vision, Mission and Values.

Assisting individuals supported to work towards achieving personal goals, relationships, skills, and social roles.

Promoting effective participation in the typical and valued life of the community by participating in individualized services and supports.

*Generally, the SC2 acts on supports for individuals as organized and delegated by SC1 for each staff team.*

### **Key Responsibilities and Duties According to Priority:**

- 1. Household Management** - Assist Individuals to maximize their skills, abilities and independence. May include but not limited to helping with meal preparation, laundry, cleaning, decorating and transportation.
  - a) Coordinate necessary shopping activities
  - b) Assist and ensure that nutritious meals are prepared as per individual preferences, using safe and hygienic food handling and storage practices.
  - c) Ensure household routines and chores are completed
  - d) Report any unsafe issues or maintenance issues so they can be rectified.
  - e) Respect and protect the Individuals' home and all personal belongings.
  
- 2. Financial Supports-** assist Individuals with their financial plans
  - a) Maintain proper documentation of all financial records as per policy.
  - b) Manage house petty cash responsibly, to purchase necessities for the home and Individuals as directed by Individuals and completes documentation of all petty cash transactions.

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- 3. Facilitation of Services** - has knowledge sufficient to fulfill their role related to the Person Centred Plan and the Individualized Support Checklist in accordance with policy and procedure. This includes implementation, participation and review.
  - a) Understand individual service and life planning process
  - b) Maintain collaborative professional relationships with all people, follow ethical standard of practice (confidentiality, informed consent), and recognize personal needs of Individuals.
  - c) Implement an individualized plan based on the person's preferences, needs and interests
  - d) Assist with the review of the achievement of individual outcomes
  - e) Assist Individuals with all aspects of daily living, including but not limited to arranging appointments, transportation, accessing the community, and financial support as needed.
  - f) Follow the Daily Planner and assist with planning and activities.
  
- 4. Health and Wellness** - Promote the health and wellness of Individuals.
  - a) Administer and monitor effectiveness of medications in accordance with agency policy and procedures
  - b) Responsible to order, receive and check medications following agency procedures in the immediate absence of the Support Coordinator 1. Reports missing medications and medication errors.
  - c) Maintain current knowledge of Individuals medication regimes, why each medication is given, and the possible side effects.
  - d) Observe and implement appropriate actions to promote healthy living and to prevent illness and accidents
  - e) Use appropriate first aid/safety procedures when responding to emergencies
  - f) Assist Individuals in attending, and following through on appointments
  - g) Assist Individuals in completing personal care (including but not limited to hygiene, grooming, meal assistance, tube feeding, oral suctioning, colostomy/ileostomy care, catheter care, bowel/bladder care)
  - h) Assist with using and maintaining needed assistive devices and adaptive equipment
  - h) Assist in implementing health and medical treatments
  - i) Provide emotional support as required.
  - j) Promote and encourage each Individual to maintain an optimum level of health, well-being and self-esteem.
  - k) Maintain current knowledge of drug and food allergies and sensitivities of each Individual.
  
- 5. Organization Participation** - is familiar with the agency Vision, Mission and Values, Outcomes and Core Competencies.
  - a) Is aware of the organizational Vision, Mission, Values, Outcomes and Core Competencies and how they relate to the job roles/responsibilities
  - b) Maintain current knowledge and practice of all relevant plans, policies and procedures of the agency.
  - c) Ensure optimal health and safety of self and others by adhering to relevant

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legislation/regulations (i.e. Occupational Health and Safety Act, Highway Traffic Act, Quality Assurance Measures and funding requirements), by completing required inspections/drills and wearing/using necessary protective equipment

- d) Respect and protect the privacy of information relating to agency, Individual and employee affairs.

**6. Documentation** – is aware of the requirement for written and electronic documentation and is able to manage these requirements efficiently

- a) Maintain accurate records, collecting, recording, and submitting data w required. Submit records to appropriate sources in a timely manner
- b) Maintain standards of confidentiality and ethical practice
- c) Maintain established logbooks (eg. Staff Communication Book, Daily Planner) and all other required forms of documentation (including electronic documentation using AIMS and EMAR) in a thorough, clear, and legible manner.
- d) Read and initial all relevant documentation on an ongoing basis.
- e) Understand and use correct reporting procedures for serious or unusual incidents, including but not limited to Individuals injury or illness, or injury involving employees.
- f) Check work emails on an established regular basis.

**7. Empowerment** - enhance the ability of Individuals to lead a self-determining life by providing the support and information necessary to: build self-esteem, develop decision making skills, exercise choices, assume responsibility and dignity of risk

- a. Assist and support individuals in making informed choices, following through on responsibilities and trying new experiences
- b. Promote and facilitate participation in support services, consulting with and involving the person in the support process
- c. Promote opportunities for people to self-advocate, encouraging and assisting them to speak on their own behalf
- d. Provide information about human, legal, civil rights and other resources, facilitating access to such information and assists in using information for self-advocacy and decision making about living, work and family/social relationships
- e. Respect and protect the rights of Individuals, including but not limited to their right to independence, autonomy, and self-determination; their right to choose and practice individual values, beliefs, religion, and culture; their right to privacy and dignity; and their right to live free from retaliation, discrimination, and abuse.
- f. Support Individual with problem solving and conflict resolution

**7. Assessment** - is knowledgeable about formal and informal assessment practices (eg. Behavioural Analysis assessments, medical assessments, physical and mental health assessments), in order to respond to the needs, desires and interests of people

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- a) Knowledgeable of, and follows the processes used to discover the needs, preferences and abilities of people and how they are used in development and review of life planning
  - b) Discuss both formal and informal findings and recommendations with people in a clear and understandable manner
  - c) Assist, complete or arrange for assessments to determine the needs, preferences, and abilities of people by gathering information, informing people about what to expect throughout the assessment process, using appropriate assessment tools and strategies, reviewing the process for inconsistencies, and making corrections as necessary
8. **Advocacy** - knowledgeable about the diverse challenges facing Individuals (eg. human rights issues, bullying, community participation, lack of understanding from service providers...) and takes action
- a) Assist and/or represent people when there are barriers to his or her service needs (i.e. understanding/advocating needs)
  - b) Promote the integration and acceptance of Individuals in the community.
9. **Community and service networking** - Staff are knowledgeable about the formal and informal supports available in the community and are skilled in assisting individuals to identify and gain access to such supports
- a) Assist in identifying the needs of people for community supports, working with individuals to identify resources, places, events, and assisting them to initiate community connections
  - b) Research, develop and maintain information on community and other relevant resources
  - c) Ensure access to needed community resources by coordinating supports across agencies
10. **Building and maintaining friendships and relationships** – support people in the development of relationships.
- 10.1 Support people in the development and maintenance of healthy friendships, up to and including intimate relationships
  - 10.2 Help connect Individuals to community groups, neighbours and other relationships.
  - 10.3 Maintain and model appropriate personal boundaries with Individuals, and refrains from involvement with Individuals personal affairs or other business that may constitute a conflict of interest.
11. **Communication** – is knowledgeable about the range of effective communication strategies and skills necessary to establish collaborative relationships
- 11.1 Use effective, sensitive communication skills to build rapport and channels of communication by recognizing and adapting to the range of individual communication styles
  - 11.2 Use modes of communication that are appropriate to the communication needs of self and others

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- 11.3 Communicate with support team members to ensure information is shared in a consistent manner
  - 11.4 Communicate effectively with Individuals using their chosen means of communication (eg, spoken language, picture boards, bliss symbols, or speech devices).
  - 11.5 Communicate effectively and uses a professional approach with all stakeholders.
  - 11.6 Provide support to casual/relief employees regarding Individuals and household routines.
- 12. Crisis Intervention** - Knowledgeable about crisis prevention, intervention and resolution techniques and matches such techniques to particular circumstances and individuals
- 12.1 Identify the potential for crisis for people
  - 12.2 Monitor crisis situations, discuss incident with appropriate staff and individuals, adjust supports and the environment and comply with reporting requirements
- 13. Attend required courses to gain knowledge and information necessary to perform job duties**
- 14. Vocational, education and career support - knowledgeable about the career and education related concerns of Individual.**
- 15. Health and Safety Awareness**
- 15.1 Maintain current knowledge and practice of occupational health and safety regulations, fire safety and other emergency policies and procedures.
  - 15.2 Report all health and safety risks or concerns and workplace maintenance requirements to the supervisor.
  - 15.3 Operate all equipment, including vehicles in a safe and appropriate manner.
  - 15.4 Maintain working knowledge of safe body mechanic techniques, and utilizes this knowledge while performing all duties.
  - 15.5 Understand and use principles of good hygiene and universal precautions in all aspects of the job.
  - 15.6 Complete Daily Shift Inspections, Monthly Fire Drill Reports, performs emergency evacuation drills.
  - 15.7 Take responsibility for personal health and safety and wears appropriate clothing, footwear, and personal protective gear while on duty.
  - 15.8 Report to work fit and able to perform all job duties and responsibilities, and remain alert and attentive throughout every shift.
- 16. Performs other related duties as required.**

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### **Core Competencies – relate to all Duties and Responsibilities**

1. Advocating for Others

Individuals demonstrating the competency “Advocating for Others” show through their behaviours an inclination to champion a cause or issue and try to get others to support it (i.e., trying to win the support of others).

2. Collaboration

Collaboration Is about communicating with others both within one’s team as well as with individuals, agencies and organizations outside one’s immediate work area or span of control (e.g., with community partners and stakeholders) to create alignment within and across groups. It is not only encouraging but expecting collaborative efforts and information sharing across agency/organizational lines toward shared outcomes.

3. Creative Problem Solving & Decision Making

Creative Problem Solving and Decision Making is the demonstration of behaviours that enable one to identify and solve problems by understanding the situation, seeking additional information, developing and weighing alternatives, and choosing the most appropriate course of action given the circumstances. Problems can be solved by breaking the issue into smaller pieces or by identifying patterns or connections between situations that are not obviously related. It involves the willingness to and demonstration of behaviours associated with taking a creative approach to problems or issues. It includes “thinking outside of the box” to go beyond the conventional, and to explore creative uses of resources.

4. Fostering Independence in Others

Fostering Independence in Others is about enabling others to be self-sufficient and to nurture self-determination. It is also the sharing of responsibility with individuals and groups so that they have a deep sense of commitment and ownership.

5. Initiative

Initiative is about taking action, proactively doing things and not simply thinking about future actions. The time frame of this scale moves from addressing current opportunities or problems (being reactive) to acting on future opportunities or problems (being proactive). People with this competency are action-oriented – they act in the present to create value in the future.

6. Interpersonal Relations & Respect

Interpersonal Relations and Respect involves dealing with people in a

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respectful and sensitive manner. It implies truly listening, understanding, accepting and respecting the opinions, feelings, perspectives and motivations of others. It is also the demonstrated willingness to use this knowledge to shape one's own responses and to show a concern for the welfare, dignity and feelings of others.

### 7. Resilience

Resilience involves maintaining stamina and performance under continuing stress, and to act effectively under pressure. It includes bouncing back from disappointments or confrontations, not letting them negatively influence ongoing performance. Resilient people consistently display determination, self-discipline and commitment in spite of setbacks or lack of support, and a willingness to take a stand when appropriate.

## **Job Specifications/Requirements (qualifications, skills, effort and working conditions)**

### **Qualifications**

- 1 year community college diploma in human services and/or equivalent related experience
- Valid First Aid and CPR certification
- Valid Class G driver's license
- Certification in Nonviolent Crisis Intervention

- Threshold Competencies of Flexibility, Self Control, Service Orientation and Values/Ethics

Flexibility is adapting to and working effectively within a variety of situations, and with various individuals or groups. Flexibility entails understanding and appreciating different and opposing perspectives on an issue or situation, adapting one's approach as the requirements of a situation change, and changing or easily accepting changes in one's own organization or job requirements.

Self-Control involves keeping one's emotions under control and restraining negative responses when provoked or when faced with opposition or hostility from others, or when working under conditions of stress. While anger and frustration may, at times, be justified, this competency is concerned with expressing or resolving it in an appropriate way that doesn't harm self or others, emotionally or physically.

Service Orientation is about identifying and serving people who receive support, the public, colleagues, partners, co-workers and peers to best meet their needs. It is the ability to understand those underlying needs of others and to use this information to benefit those they serve/support – both those who receive support and others within the developmental services sector. Individuals demonstrating this competency are able to put himself/herself into the mind of the people who receive support and understand needs from the their point of view. It includes focusing one's efforts on discovering and meeting the needs of the people who receive support, including unexpressed and/or future needs, in order to develop a broad understanding of those

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they support.

Values and Ethics refers to depicting conduct, dispositions and viewpoints consistent with personal integrity, as well as concern for, and sensitivity to, the fundamental values and ethics of the agency/organization/sector and the profession. It includes the capacity for sound ethical judgment in an ethically complex work environment and in the face of pressures and constraints.

### **Skills**

- Awareness of and sensitivity to the philosophies of service delivery for persons with disabilities
- Ability to withhold action in absence of important information, deal with unresolved situations, frequent change, and delays or unexpected events
- Ability to make decisions quickly on available information and take action, make commitments, and deal with emergencies as required
- Ability to present information verbally, and to interpret verbal and non-verbal cues given by people
- Ability to write clearly and effectively present ideas and information, document activities, read and interpret information
- Ability to problem-solve situations by analyzing the problem and evaluating alternate solutions
- Ability to make decisions and take action while exhibiting judgement and a realistic understanding of issues, and to use reason when dealing with emotional topics
- Demonstrates commitment to responsibilities, taking action and exhibiting high motivation
- Ability to handle multiple demands of meeting daily requirements from people
- Flexibility to accommodate support requirements and respond to emergency situations
- Ability to operate household appliances, basic outdoor equipment, office equipment, assistive equipment (van lifts, transfer and bath lifts, power wheelchairs etc.), medical equipment (blood pressure cuff, thermometer etc.)
- Ability to use computer programs including Microsoft Office, Web based applications and any other current programs used by the Agency (eg. eMAR, AIMS, Tracker etc).

### **Effort**

- Lifting, pushing, pulling, and carrying of materials of varying weights as per current positional Physical Demands Analysis

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- Ability to lift and transfer Individuals, using appropriate equipment provided
- Requires working in a variety of locations based on the support requirements and operational needs (may be redeployed to other work locations)

### **Working Conditions**

- Exposure to hazards including dust, dirt, smoke, cleaning supplies, noise, feces, urine and other human body fluids, possible exposure to Hepatitis B or other infectious diseases and exposure to weather elements
- Physical risk when required to implement physical and verbal interventions when dealing with a variety of people

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### Position Summary

<b>Position Title:</b> Support Provider 1	<b>Program:</b> Direct Support
<b>Department:</b> Operations	
<b>Reports to:</b> Supervisor	
<b>Revision Date:</b> June 23, 2017	

### **Purpose:**

Under the direction of the Supervisor, is responsible for:

Performing all duties and responsibilities in a manner consistent with the agency Vision, Mission and Values.

Assisting individuals supported to work towards achieving personal goals, relationships, skills, and social roles.

Promoting effective participation in the typical and valued life of the community by participating in individualized services and supports.

*Generally, the SP1 provides routine daily supports for individuals for each staff team.*

### **Key Responsibilities and Duties According to Priority:**

- 1. Household Management** - Assist Individuals to maximize their skills, abilities and independence. May include but not limited to helping with meal preparation, laundry, cleaning, decorating and transportation.
  - a) Assist and ensure that nutritious meals are prepared as per individual preferences, using safe and hygienic food handling and storage practices.
  - b) Ensure household routines and chores are completed
  - c) Report any unsafe issues or maintenance issues so they can be rectified.
  - d) Respect and protect the Individuals' home and all personal belongings.
- 2. Financial Supports-** assist Individuals with their financial plans
  - a) Maintain proper documentation of all financial records as per policy.
  - b) Manage house petty cash responsibly, to purchase necessities for the home and Individuals as directed by Individuals and completes documentation of all petty cash transactions.
- 3. Facilitation of Services** - has knowledge sufficient to fulfill their role related to the Person Centred Plan and the Individualized Support Checklist in accordance with

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policy and procedure. This includes participation and review.

- a) Understand individual service and life planning process
- b) Maintain collaborative professional relationships with all people, follow ethical standard of practice (confidentiality, informed consent), and recognize personal needs of Individuals.
- c) Implement an individualized plan based on the person's preferences, needs and interests
- d) Support Individuals in the achievement of individual outcomes
- e) Assist Individuals with all aspects of daily living, including but not limited to transportation and financial support as needed.
- f) Follow the Daily Planner and assist with activities that have been planned.

#### **4. Health and Wellness** - Promote the health and wellness of Individuals.

- a) Administer and monitor effectiveness of medications in accordance with agency policy and procedures
- b) Responsible to order, receive and check medications following agency procedures in the immediate absence of the Support Coordinator 1 or Support Coordinator 2, in rare circumstances.  
Reports missing medications and medication errors.
- c) Maintain current knowledge of Individuals medication regimes, why each medication is given, and the possible side effects.
- d) Observe and implement appropriate actions to promote healthy living and to prevent illness and accidents
- e) Use appropriate first aid/safety procedures when responding to emergencies
- f) Assist Individuals in completing personal care (including but not limited to hygiene, grooming, meal assistance, tube feeding, oral suctioning, colostomy/ileostomy care, catheter care, bowel/bladder care)
- g) Assist with using and maintaining needed assistive devices and adaptive equipment
- h) Assist in implementing health and medical treatments
- i) Provide emotional support as required.
- j) Promote and encourage each Individual to maintain an optimum level of health, well-being and self-esteem.
- k) Maintain current knowledge of drug and food allergies and sensitivities of each Individual.

#### **5. Organization Participation** - is familiar with the agency Vision, Mission and Values, Outcomes and Core Competencies.

- a) Is aware of the organizational Vision, Mission, Values, Outcomes and Core Competencies and how they relate to the job roles/responsibilities
- b) Maintain current knowledge and practice of all relevant plans, policies and procedures of the agency.
- c) Ensure optimal health and safety of self and others by adhering to relevant legislation/regulations (i.e. Occupational Health and Safety Act, Highway Traffic Act, Quality Assurance Measures and funding requirements), by completing required inspections/drills and wearing/using necessary protective equipment

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- d) Respect and protect the privacy of information relating to agency, Individual and employee affairs.
- 6) Documentation** - is aware of the requirement for written and electronic documentation and is able to manage these requirements efficiently
  - a) Maintain accurate records, collecting, recording, and submitting data when required. Submit records to appropriate sources in a timely manner
  - b) Maintain standards of confidentiality and ethical practice
  - c) Maintain established logbooks (eg. Staff Communication Book, Daily Planner) and all other required forms of documentation (including electronic documentation using AIMS and EMAR) in a thorough, clear, and legible manner.
  - d) Read and initial all relevant documentation on an ongoing basis.
  - e) Understand and use correct reporting procedures for serious or unusual incidents, including but not limited to Individuals injury or illness, or injury involving employees.
  - f) Check work emails on an established regular basis.
- 7. **Empowerment** - enhance the ability of Individuals to lead a self-determining life by providing the support and information necessary to: build self-esteem, develop decision making skills, exercise choices, assume responsibility and dignity of risk
  - a) Assist and support individuals in making informed choices, following through on responsibilities and trying new experiences
  - b) Respect and protect the rights of Individuals, including but not limited to their right to independence, autonomy, and self-determination; their right to choose and practice individual values, beliefs, religion, and culture; their right to privacy and dignity; and their right to live free from retaliation, discrimination, and abuse.
  - c) Support Individual with problem solving and conflict resolution
- 8. **Assessment** - is knowledgeable about formal and informal assessment practices (eg. Behavioural Analysis assessments, medical assessments, physical and mental health assessments), in order to respond to the needs, desires and interests of people
  - a) Knowledgeable of, and follows the processes used to discover the needs, preferences and abilities of people and how they are used in development and review of life planning
  - b) Discuss both formal and informal findings and recommendations with people in a clear and understandable manner
- 9. **Advocacy** - knowledgeable about the diverse challenges facing Individuals (eg. human rights issues, bullying, community participation, lack of understanding from service providers...) and takes action
  - a) Assist and/or represent people when there are barriers to his or her service needs (i.e. understanding/advocating needs)

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9. **Building and maintaining friendships and relationships** – support people in the development of relationships.
  - 10.1 Support people in the development and maintenance of healthy friendships, up to and including intimate relationships
  - 10.2 Help connect Individuals to community groups, neighbours and other relationships.
  - 10.3 Maintain and model appropriate personal boundaries with Individuals, and refrains from involvement with Individuals personal affairs or other business that may constitute a conflict of interest.
10. **Communication** – is knowledgeable about the range of effective communication strategies and skills necessary to establish collaborative relationships
  - 10.1 Use effective, sensitive communication skills to build rapport and channels of communication by recognizing and adapting to the range of individual communication styles
  - 10.2 Use modes of communication that are appropriate to the communication needs of self and others
  - 10.3 Communicate with support team members to ensure information is shared in a consistent manner
  - 10.4 Communicate effectively with Individuals using their chosen means of communication (eg, spoken language, picture boards, bliss symbols, or speech devices).
  - 10.5 Communicate effectively and uses a professional approach with all stakeholders.
  - 10.6 Provide support to casual/relief employees regarding Individuals and household routines.
11. **Crisis Intervention** - Knowledgeable about crisis prevention, intervention and resolution techniques and matches such techniques to particular circumstances and individuals
  - 11.1 Identify the potential for crisis for people
  - 11.2 Monitor crisis situations, discuss incident with appropriate staff and individuals, adjust supports and the environment and comply with reporting requirements
12. **Attend required courses to gain knowledge and information necessary to perform job duties**
13. **Health and Safety Awareness**
  - 13.1 Maintain current knowledge and practice of occupational health and safety regulations, fire safety and other emergency policies and procedures.
  - 13.2 Report all health and safety risks or concerns and workplace maintenance requirements to the supervisor.
  - 13.3 Operate all equipment, including vehicles in a safe and appropriate manner.

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- 13.4 Maintain working knowledge of safe body mechanic techniques, and utilizes this knowledge while performing all duties.
- 13.5 Understand and use principles of good hygiene and universal precautions in all aspects of the job.
- 13.6 Complete Daily Shift Inspections, Monthly Fire Drill Reports, performs emergency evacuation drills.
- 13.7 Take responsibility for personal health and safety and wears appropriate clothing, footwear, and personal protective gear while on duty.
- 13.8 Report to work fit and able to perform all job duties and responsibilities, and remain alert and attentive throughout every shift.

### **16. Performs other related duties as required.**

#### **Core Competencies – relate to all Duties and Responsibilities**

1. Advocating for Others

Individuals demonstrating the competency “Advocating for Others” show through their behaviours an inclination to champion a cause or issue and try to get others to support it (i.e., trying to win the support of others).

2. Collaboration

Collaboration Is about communicating with others both within one’s team as well as with individuals, agencies and organizations outside one’s immediate work area or span of control (e.g., with community partners and stakeholders) to create alignment within and across groups. It is not only encouraging but expecting collaborative efforts and information sharing across agency/organizational lines toward shared outcomes.

3. Creative Problem Solving & Decision Making

Creative Problem Solving and Decision Making is the demonstration of behaviours that enable one to identify and solve problems by understanding the situation, seeking additional information, developing and weighing alternatives, and choosing the most appropriate course of action given the circumstances. Problems can be solved by breaking the issue into smaller pieces or by identifying patterns or connections between situations that are not obviously related. It involves the willingness to and demonstration of behaviours associated with taking a creative approach to problems or issues. It includes “thinking outside of the box” to go beyond the conventional, and to explore creative uses of resources.

4. Fostering Independence in Others

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Fostering Independence in Others is about enabling others to be self-sufficient and to nurture self-determination. It is also the sharing of responsibility with individuals and groups so that they have a deep sense of commitment and ownership.

### 5. Initiative

Initiative is about taking action, proactively doing things and not simply thinking about future actions. The time frame of this scale moves from addressing current opportunities or problems (being reactive) to acting on future opportunities or problems (being proactive). People with this competency are action-oriented – they act in the present to create value in the future.

### 6. Interpersonal Relations & Respect

Interpersonal Relations and Respect involves dealing with people in a respectful and sensitive manner. It implies truly listening, understanding, accepting and respecting the opinions, feelings, perspectives and motivations of others. It is also the demonstrated willingness to use this knowledge to shape one's own responses and to show a concern for the welfare, dignity and feelings of others.

### 7. Resilience

Resilience involves maintaining stamina and performance under continuing stress, and to act effectively under pressure. It includes bouncing back from disappointments or confrontations, not letting them negatively influence ongoing performance. Resilient people consistently display determination, self-discipline and commitment in spite of setbacks or lack of support, and a willingness to take a stand when appropriate.

## **Job Specifications/Requirements (qualifications, skills, effort and working conditions)**

### **Qualifications**

- Successful completion of secondary school
- Valid First Aid and CPR certification
- Valid Class G driver's license
- Certification in Nonviolent Crisis Intervention
- Threshold Competencies of Flexibility, Self Control, Service Orientation and Values/Ethics  
Flexibility is adapting to and working effectively within a variety of situations, and with various individuals or groups. Flexibility entails understanding and appreciating different and opposing perspectives on an issue or situation, adapting one's approach

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as the requirements of a situation change, and changing or easily accepting changes in one's own organization or job requirements.

Self-Control involves keeping one's emotions under control and restraining negative responses when provoked or when faced with opposition or hostility from others, or when working under conditions of stress. While anger and frustration may, at times, be justified, this competency is concerned with expressing or resolving it in an appropriate way that doesn't harm self or others, emotionally or physically.

Service Orientation is about identifying and serving people who receive support, the public, colleagues, partners, co-workers and peers to best meet their needs. It is the ability to understand those underlying needs of others and to use this information to benefit those they serve/support – both those who receive support and others within the developmental services sector. Individuals demonstrating this competency are able to put himself/herself into the mind of the people who receive support and understand needs from the their point of view. It includes focusing one's efforts on discovering and meeting the needs of the people who receive support, including unexpressed and/or future needs, in order to develop a broad understanding of those they support.

Values and Ethics refers to depicting conduct, dispositions and viewpoints consistent with personal integrity, as well as concern for, and sensitivity to, the fundamental values and ethics of the agency/organization/sector and the profession. It includes the capacity for sound ethical judgment in an ethically complex work environment and in the face of pressures and constraints.

### **Skills**

- Awareness of and sensitivity to the philosophies of service delivery for persons with disabilities
- Ability to withhold action in absence of important information, deal with unresolved situations, frequent change, and delays or unexpected events
- Ability to make decisions quickly on available information and take action, make commitments, and deal with emergencies as required
- Ability to present information verbally, and to interpret verbal and non-verbal cues given by people
- Ability to write clearly and effectively present ideas and information, document activities, read and interpret information
- Ability to problem-solve situations by analyzing the problem and evaluating alternate solutions
- Ability to make decisions and take action while exhibiting judgement and a realistic understanding of issues, and to use reason when dealing with emotional topics
- Ability to operate household appliances, basic outdoor equipment, office equipment, assistive equipment (van lifts, transfer and bath lifts, power wheelchairs etc.), medical equipment (blood pressure cuff, thermometer etc.)

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- Ability to use computer programs including Microsoft Office, Web based applications and any other current programs used by the Agency (eg. eMAR, AIMS, Tracker etc).

### **Effort**

- Lifting, pushing, pulling, and carrying of materials of varying weights as per current positional Physical Demands Analysis
- Ability to lift and transfer Individuals, using appropriate equipment provided
- Requires working in a variety of locations based on the support requirements and operational needs (may be redeployed to other work locations)

### **Working Conditions**

- Exposure to hazards including dust, dirt, smoke, cleaning supplies, noise, feces, urine and other human body fluids, possible exposure to Hepatitis B or other infectious diseases and exposure to weather elements
- Physical risk when required to implement physical and verbal interventions when dealing with a variety of people

## COMMUNITY LIVING ACCESS SUPPORT SERVICES

### POSITION SUMMARY:

MAY, 2002

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**TITLE:** Support Provider II (formerly Sleeper)

**REPORTS TO:** Supervisor

### PURPOSE:

It is the responsibility of the Support Provider II to provide supports to people to ensure their well being.

### **Responsibilities and Duties:**

1. Facilitation of Services - staff has knowledge sufficient to fulfill their role related to individual service plan and life plan development, implementation and review
  - 1.1 Understands individual service and life planning process
  - 1.2 Maintains collaborative professional relationships with all people, follows ethical standard of practice (confidentiality, informed consent), and recognizes personal limitations
2. Health and Wellness - Promotes the health and wellness of all persons supported.
  - 2.1 Administers and monitors effectiveness of medications in accordance with agency policy and procedures.
  - 2.2 Observes and implements appropriate actions to promote healthy living and to prevent illness and accidents
  - 2.3 Uses appropriate first aid/safety procedures when responding to emergencies
  - 2.4 Assists individuals in completing personal care (i.e. hygiene and grooming) activities as required
  - 2.5 Assists with using needed adaptive equipment (hearing aid, walker, wheelchair) and therapies (i.e physical, occupational, speech, respiratory, psychological) as required
  - 2.6 Provides emotional support as required
3. Organization Participation - is familiar with the organizational goal and mission statement
  - 3.1 Is aware of the organizational mission and priorities and how it relates to their job roles/responsibilities
  - 3.2 Is aware of and implements all organizational policies and procedures
  - 3.3 Ensures own health and safety, the health and safety of people supported and staff by adhering to related legislation (i.e. Occupational Health and Safety Act and funding requirements), completing required inspections and drills, and

wearing/using necessary protective equipment

4. Documentation - is aware of the requirement for documentation in the organization and is able to manage these requirements efficiently
  - 4.1 Maintains accurate records, recording and collecting data, and submitting records to appropriate sources in a timely manner
  - 4.2 Maintains standards of confidentiality and ethical practice
5. Knowledgeable of processes used to discover the needs, preferences and abilities of people and how they are used in development and review of life planning
  - 5.1 Discusses both formal and informal findings and recommendations with person supported and support team members in a clear and understandable manner
6. Advocacy - Staff should be knowledgeable about the diverse challenges facing individuals (i.e. human rights)
7. Communication - Staff are knowledgeable about the range of effective communication strategies and skills necessary to establish a collaborative relationship with the individual
  - 7.1 Uses effective, sensitive communication skills to build rapport and channels of communication by recognizing and adapting to the range of individual communication styles
  - 7.2 Uses modes of communication that are appropriate to the communication needs of individuals
  - 7.3 Communicates with support team members to ensure information is shared in a consistent manner
8. Crisis Intervention - Knowledgeable about crisis prevention, intervention and resolution techniques and should match such techniques to particular circumstances and individuals
  - 8.1 Identifies the potential for crisis for people
  - 8.2 Monitors crisis situations, discusses incident with appropriate staff and individuals, adjusts supports and the environment and complies with reporting requirements
9. Staff attends required courses to gain knowledge and information necessary to perform job duties

### **Job Specifications/Requirements (qualifications, skills, effort and working conditions)**

- Completion of secondary school and/or equivalent related experience

- valid First Aid and CPR certification
- awareness of and sensitivity to the philosophies of service delivery for persons with disabilities
- ability to make decisions quickly on available information and take action, make commitments, and deal with emergencies as required
- ability to present information verbally, and to interpret verbal and non-verbal cues given by people
- ability to write clearly and effectively present ideas and information, document activities, read and interpret information
- ability to problem-solve situations by analyzing the problem and evaluating alternate solutions
- ability to make decisions and take action while exhibiting judgement and a realistic understanding of issues, and to use reason when dealing with emotional topics
- ability to operate household appliances, assistive equipment (van lifts, transfer and bath lifts, power wheelchairs)
- lifting of materials of varying weights
- ability to lift and transfer people to complete daily tasks as required
- exposure to hazards including dust, dirt, smoke, cleaning supplies, noise, feces, urine and other human body fluids, possible exposure to Hepatitis B or other infectious diseases
- physical risk when required to implement physical and verbal interventions when dealing with a variety of people
- valid Class G driver's license