



Direct Care Worker (Live-In Treatment)

Reporting to:

Live-In Treatment Supervisor

Summary:

Under the leadership of a Live-In Treatment Supervisor, supervise a group of up to eight youth with identified mental health issues and behavioral difficulties in a live-in treatment setting, ensuring their physical, emotional and mental well-being by maintaining a safe environment, developing supportive professional relationships, building on client strengths, promoting growth through teaching and modeling new and/or more effective adaptive skills.

Competencies:

- Adaptability - adapts and responds to changing conditions, priorities, technologies and requirements including intense and stressful situations
- Client-focused - provides superior service to clients including youth and their caregivers
- Communication - expresses and transmits information verbally and in writing with consistency and clarity, dealing pleasantly and effectively with a wide range of people of different ages, ethnicities and cultures in potentially emotionally charged situations
- Cultural Sensitivity - promotes an inclusive environment
- Problem Solving - able to analyze situations, identify key issues, develop and implement practical solutions in complex situations and mitigate safety concerns using the available tools and information to support decisions and solutions
- Professionalism - demonstrates professional standards of conduct
- Outcomes Oriented - able to focus on desired outcomes using a solution-focused approach
- Teamwork - works cooperatively and effectively with others and participates actively in group activities fostering a team environment
- Flexibility; able to respond appropriately to changing working conditions and scheduling

Job Duties:

- Create and maintain a normalized living environment that is safe and secure
- Provide consistent structure with reasonable expectations
- Respect and protect the rights of clients, including privacy, dignity, independence, autonomy and self-determination and the choice and practice of individual values, beliefs, religion, and cultural practices.
- Maintain appropriate personal boundaries
- Maintain professional appearance, demeanor, and attitude at all times

- Model and encourage the development of adaptive skills including anger management, conflict resolution and problem-solving
- Encourage open communication, listen, encourage, nurture and validate feelings
- Support the implementation of service plans and report progress
- Implement safety plans and de-escalate and contain serious maladaptive behavior to ensure all clients and staff are safe and to limit destruction of property using Understanding and Managing Aggressive Behavior techniques
- Act as an advocate for youth as necessary
- Dispense medications following proper procedure and reporting requirements
- Support clients and the teacher in the residentially based classroom
- Participate in recreation, craft and social activities which may involve transporting clients
- Record information using logs books, write reports, track petty cash expenditures
- Maintain professional appearance, demeanour, and attitude at all times
- Report any known or suspected incidents of abuse to the proper authorities
- Work cooperatively with collateral agencies
- Perform household duties including grocery shopping, cooking, laundry, minor repairs, decorating with and for clients
- Attend and participate in team meetings, in-service trainings, and professional development opportunities
- Participate in supervision as well as annual performance reviews

Job Requirements:

- At a minimum, a diploma in a Child and Youth Care, Social Service or Human Services Worker program from a provincially recognized college or an equivalent as determined by the agency using the OCSWSSW Registered Social Service Worker equivalents.
- Related experience and ability to work with children, youth and their families/caregivers
- Clear police check and vulnerable sector screening
- Valid Class G driver's license with a clean driving abstract
- Valid UMAB, CPR and First Aid Certification

Working Conditions:

- Work hours and schedules set by the Supervisor and as described in the Collective Agreement including days, afternoons, nights, weekends, and statutory holidays
- Perform work in various program settings including the live-in treatment setting, agency vehicle, classroom, or in the community.

- Duties are frequently conducted outdoors during all seasons.
- Use an agency credit card, retaining and submitting receipts
- Drive agency vehicle as necessary
- Maintain certifications in UMAB and Standard First Aid/CPR
- Intermittent physical activity including walking, standing, sitting, lifting, and supporting clients

The above job description reflects the major aspects of the job and shall not be construed as a detailed description of all work requirements inherent in the job. All positions may be assigned other job-related duties as required from time to time.



Direct Care Worker (Live-In Treatment, Night Position)

Reporting to:

Live-In Treatment Supervisor

Summary:

Under the leadership of a Live-In Treatment Supervisor, supervise a group of up to eight youth with identified mental health issues and behavioral difficulties in a live-in treatment setting, ensuring their physical, emotional and mental well-being by maintaining a safe environment, developing supportive professional relationships, building on client strengths, promoting growth through teaching and modeling new and/or more effective adaptive skills.

This is an **awake** night position.

Competencies:

- Adaptability - adapts and responds to changing conditions, priorities, technologies and requirements including intense and stressful situations
- Client-focused - provides superior service to clients including youth and their caregivers
- Communication - expresses and transmits information verbally and in writing with consistency and clarity dealing pleasantly and effectively with a wide range of people of different ages, ethnicities and cultures in potentially emotionally charged situations
- Cultural Sensitivity - promotes an inclusive environment
- Problem Solving - able to analyze situations, identify key issues, develop and implement practical solutions in complex situations and mitigate safety concerns using the available tools and information to support decisions and solutions
- Professionalism - demonstrates professional standards of conduct
- Outcomes Oriented - able to focus on desired outcomes using a solution-focused approach
- Teamwork - works cooperatively and effectively with others and participates actively in group activities fostering a team environment
- Flexibility; able to respond appropriately to changing working conditions and scheduling

Job Duties:

- Create and maintain a normalized living environment that is safe and secure
- Support youth that awaken in the night by providing emotional reassurance and encouraging the use of strategies to help them sleep
- Complete routine bed checks with frequency determined by Supervisor

- Implement service and any safety plans
- Record information using logs books, write reports, track petty cash expenditures
- Maintain professional appearance, demeanour, and attitude at all times
- Maintain and model appropriate personal boundaries with clients
- Act as an advocate for youth when necessary
- De-escalate and contain crisis situations
- Respect and protect the rights of clients, including privacy, dignity, independence, autonomy and self-determination and to choose and practice individual values, beliefs, religion, and cultural practices
- Report any known or suspected incidents of abuse to the proper authorities
- Dispense medications following proper procedure and reporting requirements
- Perform household duties including grocery shopping, laundry, minor repairs, decorating with and for clients
- Attend and participate in team meetings, in-service trainings, and professional development opportunities
- Participate in supervision as well as annual performance reviews

Job Requirements:

- Diploma in Child and Youth, Social Service, Developmental, Human Services Worker program *preferred* or an acceptable equivalent of education specifically a minimum of a secondary school graduation certificate and several years of experience working with youth that demonstrates the ability to complete the work as described
- Related experience and ability to work with children, youth and their families/caregivers
- Clear police check with vulnerable sector screening
- Valid Class G driver's license with a clean driving abstract
- Valid UMAB, CPR and First Aid Certification

Working Conditions:

- Work hours and schedules set by the Supervisor and as described in the Collective Agreement including weekends, and statutory holidays
- Drive agency vehicle as necessary
- Maintain certifications in UMAB and Standard First Aid/CPR
- Intermittent physical activity including walking, standing, sitting, lifting, and supporting clients

The above job description reflects the major aspects of the job and shall not be construed as a detailed description of all work requirements inherent in the job. All positions may be assigned other job-related duties as required from time to time.



Direct Care Worker - Respite Program

Reporting to:

Respite Supervisor

Summary:

Under the leadership of the Respite Supervisor support youth in a residential respite setting with identified complex special needs and behavioural difficulties, ensuring their physical, emotional and mental well-being by creating a safe environment, developing supportive relationships and providing recreational activities the clients may enjoy.

Competencies:

- Adaptability - adapts and responds to changing conditions, priorities, technologies and requirements including at times, intense and stressful situations
- Client-focused - provides superior service to clients including youth and their caregivers
- Communication - expresses and transmits information verbally and in writing with consistency and clarity dealing pleasantly and effectively with a wide range of people of different ages, ethnicities and cultures, in potentially emotionally charged situations
- Cultural Sensitivity - promotes an inclusive environment
- Problem Solving - able to analyze situations, identify key issues. Identify and implement practical solutions in complex situations and mitigate safety concerns using available tools and information to support decisions and solutions
- Professionalism - demonstrates professional standards of conduct
- Outcomes Oriented - able to focus on desired outcomes using a solution-focused approach
- Teamwork - works cooperatively and effectively with others and participates actively in group activities fostering a team environment
- Flexibility – able to respond appropriately to changing working conditions and scheduling

Job Duties:

- Provide clients with consistent structure and reasonable expectations
- Create and maintain a safe and secure environment
- Implement behavioral and safety plans
- Record information using logs, write reports and track petty cash expenditures
- Maintain professional appearance, demeanour, and attitude at all times

- Maintain and model appropriate personal boundaries with clients
- Act as an advocate for youth when necessary
- De-escalate and contain crisis situations
- Respect and protect the rights of clients, including but not limited to their right to independence, autonomy and self-determination within the context of their safety and their right to choose and practice individual values, beliefs, religion, and cultural practices
- Listen, nurture, validate feelings
- Report any known or suspected incidents of abuse to the proper authorities
- Dispense medications following proper procedure and reporting requirements
- Perform household duties such as grocery shopping, food preparation, cleaning, laundry and minor repairs
- Participate in recreation. craft and social activities which may involve transporting staff and clients
- Meet the day-to-day needs of a variety of clients including full care clients (i.e. toileting, dressing, bathing etc.)
- Perform household duties including grocery shopping, laundry, minor repairs, decorating with and for clients
- Attend and participate in team meetings, in-service trainings, and professional development opportunities
- Participate in supervision as well as annual performance reviews

Job Requirements:

- Diploma in Child and Youth, Social Service, Developmental, Human Services Worker program **preferred** or an acceptable equivalent of education specifically a minimum of a secondary school graduation certificate and several years of experience working with youth that demonstrates the ability to complete the work as described
- Related experience working with children and youth with complex special needs
- Clear police check with vulnerable sector screening
- Valid Class G driver's license with a clean driving abstract
- Valid UMAB Certification, CPR and First Aid Certification

Working Conditions:

- Work hours and schedules set by the Supervisor including days, afternoons, nights, weekends, and statutory holidays
- Duties are frequently conducted outdoors during all seasons.
- Drive agency vehicle as necessary. Long periods of driving may be experienced.

- Maintain certifications in UMAB and Standard First Aid/CPR
- Intermittent physical activity including walking, standing, sitting, lifting, and supporting clients

The above job description reflects the major aspects of the job and shall not be construed as a detailed description of all work requirements inherent in the job. All positions may be assigned other job-related duties as required from time to time.



Direct Care Worker (Respite Program-Night Position)

Reporting to:

Respite Supervisor

Summary:

Under the leadership of the Respite Supervisor, support youth in a residential respite setting with identified complex special needs and behavioural difficulties ensuring their physical, emotional and mental well-being by creating a safe environment and developing supportive relationships. **This is an awake night position.**

Competencies:

- Adaptability - adapts and responds to changing conditions, priorities, technologies and requirements including at times, intense and stressful situations
- Client-focused - provides superior service to clients including youth and their caregivers
- Communication - expresses and transmits information verbally and in writing with consistency and clarity dealing pleasantly and effectively with a wide range of people of different ages, ethnicities and cultures, in potentially emotionally charged situations
- Cultural Sensitivity - promotes an inclusive environment
- Problem Solving - able to analyze situations, identify key issues. Identify and implement practical solutions in complex situations and mitigate safety concerns using available tools and information to support decisions and solutions
- Professionalism - demonstrates professional standards of conduct
- Outcomes Oriented - able to focus on desired outcomes using a solution-focused approach
- Teamwork - works cooperatively and effectively with others and participates actively in group activities fostering a team environment
- Flexibility – able to respond appropriately to changing working conditions and scheduling

Job Duties:

- Support clients that awaken at night by providing emotional reassurance, encouraging them to use strategies to help them sleep
- Provide clients with consistent structure and reasonable expectations
- Create and maintain a safe and secure environment
- Implement behavioral and safety plans
- Record information using logs, write reports and track petty cash expenditures
- Maintain professional appearance, demeanour, and attitude at all times

- Maintain and model appropriate personal boundaries with clients
- Act as an advocate for youth when necessary
- De-escalate and contain crisis situations
- Respect and protect the rights of clients, including but not limited to their right to independence, autonomy and self-determination within the context of their safety and their right to choose and practice individual values, beliefs, religion, and cultural practices
- Listen, nurture, validate feelings
- Encourage open communication with youth when discussing issues, problems, or concerns
- Report any known or suspected incidents of abuse to the proper authorities
- Dispense medications following proper procedure and reporting requirements
- Perform household duties such as food preparation, cleaning, laundry and minor repairs
- Meet the day-to-day needs of a variety of clients including full care clients (i.e. toileting, dressing, bathing etc.)
- Remain awake and available to clients during the shift.
- Attend and participate in team meetings, in-service trainings, and professional development opportunities
- Participate in supervision as well as annual performance reviews

Job Requirements:

- Diploma in Child and Youth, Social Service, Developmental, Human Services Worker program *preferred* or an acceptable equivalent of education specifically a minimum of a secondary school graduation certificate and several years of experience working with youth that demonstrates the ability to complete the work as described
- Related experience and ability to work with children, youth and their families/caregivers
- Clear police check with vulnerable sector screening
- Valid Class G driver's license with a clean driving abstract
- Valid UMAB, CPR and First Aid Certification

Working Conditions:

- Work hours and schedules set by the Supervisor and as described in the Collective Agreement including weekends, and statutory holidays
- Drive agency vehicle as necessary
- Maintain certifications in UMAB and Standard First Aid/CPR
- Intermittent physical activity including walking, standing, sitting, lifting, and supporting clients

The above job description reflects the major aspects of the job and shall not be construed as a detailed description of all work requirements inherent in the job. All positions may be assigned other job-related duties as required from time to time.