

FORWARD HOUSE COMMUNITY SOCIETY

JOB DESCRIPTION

TITLE: Client Support Worker

HOURS PER WEEK: Casual, part-time, full-time

REPORTS TO: Executive Director

LAST REVISED: October, 2016

JOB SUMMARY: Provides client support in a safe, compassionate and strengths-based environment. Creates and facilitates meaningful programming in a group context. Assists clients on a 1:1 basis with action planning and monitors each individual's progress. Contributes to the upkeep of Forward House.

KEY DUTIES AND RESPONSIBILITIES:

1. Works in accordance with the Forward House Policies & Procedures Manual and the Employee Handbook.
2. Creates a welcoming and supportive environment for everyone at Forward House.
3. Establishes relationships with clients while maintaining professional boundaries in a therapeutic environment.
4. Works collaboratively with other staff, students, and volunteers to develop and implement meaningful activities for clients.
5. Creates and facilitates group programming related to education, recreation, and/or expressive therapies. Encourages clients to participate in a wide variety of program offerings.
6. Provides appropriate opportunities for the enhancement of independence and social skills through 1:1 interaction and/or group facilitation.
7. Assists designated clients in creating action plans and monitoring progress. Action Plans are to be updated with the client at least every 6 months.
8. Maintains accurate and up-to-date client files for all registered clients and drop-ins.
9. Gathers and collates program information and submits daily reports, as required, to the Executive Director.
10. Reports any behavioural concerns regarding clients, staff, volunteers, students, and guests to the Executive Director. Further, reports issues regarding client self harm and/or harm to others to the Executive Director and to the appropriate authorities. Completes incident reports as needed.
11. Willingly shares expertise with staff, students, and volunteers as needed. Provides oversight for practicum students and volunteers and reports back to the Executive Director.
12. Assumes leadership and coordination of specific program areas as required by the Executive Director.
13. Participates in staff meetings and staff planning sessions, which may include in-house staff development workshops.
14. Participates in special events and community presentations as required by the Executive Director.
15. Liaises with other service providers and agencies as required.
16. Ensures security and safety of the premises on an ongoing basis.
17. Ensures the security of confidential materials as defined by Forward House procedures. All client information is to be stored in locked cupboard/cabinets to ensure its utmost safety. Files are not to be left unattended during service hours and may not be removed from the premises.
18. Prepares client lunches and dinners as required.
19. Performs laundry & cleaning duties (bathrooms, kitchen, floors, dusting, etc...), in collaboration with other Client Support Workers, at least once daily to minimize health risks to clients, staff, students, volunteers, and other house guests.
20. Makes recommendations regarding program policies and procedures to the Executive Director.

EDUCATION, TRAINING AND EXPERIENCE:

1. Minimum one-year certificate in mental health, social work, community support, substance use, psychology, nursing, or a related field
2. Minimum of three years of related experience in direct client service
3. Current knowledge of social, medical and ethical mental health issues and substance abuse issues and of related community resources
4. Current Standard First Aid (CPR C) ticket
5. Current FoodSafe certification
6. Non-Violent Communication and ASIST training preferred
7. Class 5 Driver's License (and appropriate car insurance with minimum \$3 million third party liability coverage, if driving clients in personal vehicle)

JOB SKILLS AND ABILITIES:

1. Demonstrated written and interpersonal communication skills, including strong listening skills and compassionate communication techniques
2. Demonstrated self-awareness and ability to create and maintain professional boundaries
3. Demonstrated ability to work both independently and in a cooperative team environment
4. Demonstrated understanding of confidentiality and privacy issues
5. Demonstrated ability to respond effectively to crisis situations
6. Demonstrated respect for diversity