

	JOB DESCRIPTION	
	Position Title: Program: Service: Accountable to:	Support Service Worker Alternative Care Child Welfare Alternative Care Services Alternative Care 1 Manager
Issued By: Date Issued:	Sharon Wasilewski	Date Revised: August 30, 2018 Classification:

PURPOSE AND SUMMARY

The Support Service Worker is a multi-functional paraprofessional who is responsible for the delivery of in home support and personal care to ill, frail, handicapped and disabled persons of all ages so that they may remain independent in their homes and communities for as long as possible.

With supervision provided by Dilico’s Alternative Care Manager the Support Service Worker collaborates with the Children Service Worker, Alternative Care Worker, Case Manager and other Health staff, to ensure the provision of culturally appropriate support and assistance to eligible clients. These are including provision of support with activities of daily living, Personal Care, Caregiver Relief, Palliative Care, Lay Home Visiting, Occupational therapy and Physical Therapy Support, Speech and Language Pathology Support, Adult Life Enrichment Program in Services and basic foot care.

DUTIES AND RESPONSIBILITIES

1. Service Responsibilities

Under the direction of the Alternative Care 1 Manager, or designate, the Support Service Worker is responsible for:

- A. Following basic hygienic practices and applying the principles of body mechanics;
- B. Providing assistance with personal care activities such as but not limited to bathing, dressing, transferring, walking, handling stairs ,dressing, and grooming; assisting with bedside care as required; basic foot care
- C. providing assistance with routine activities of daily living and supporting the safety of clients and self;
- D. transporting the children to and from school, family visits, community outings and Cultural inclusive opportunities
- E. assisting with the use and monitoring of special aids (i.e., walkers, cranes, wheelchairs, lifts, crutches, etc);

- F. assisting with medication monitoring according to policies and procedures of the agency;
- G. assisting with meal planning and shopping, planning and preparation of nutritious meals, including special diets;
- H. providing ongoing support to family members involved in client care; encouraging involvement in client care and facilitating effective and ongoing communication;
- I. within a multidisciplinary team approach, assisting with support and training of all caregivers in the care of infants and children according to the service plan;
- J. providing childcare and support where required;
- K. in cases where palliative care is necessary, offering sensitive physical, mental and emotional support;
- L. providing assistance with instrumental activities of daily living (errands, paying bills, etc.) as identified in the service plan;
- M. providing Speech and Language Pathology Support for preschool and school age children assessed by the speech and language pathologist in accordance with the service plan;
- N. ensuring the effective planning and coordination of an Adult Life Enrichment and Recreation Program in Anishinabek communities as appropriate;
- O. participate in case conferences

2. **Organizational Responsibilities**

As a representative of Dilico, the Employee is responsible for:

- A. reflecting and interpreting the Agency Vision, Mission and Core Values in his/her own work with enthusiasm and commitment;
- B. acting in accordance with relevant legislation and Agency Policies, Standards and Procedures;
- C. proposing changes within Dilico that would improve the quality of service to Anishinabek children, families and communities;
- D. developing and maintaining respectful, cooperative working relationships to contribute to the integrated, seamless delivery of services to Anishinabek children, families and communities;
- E. understanding his/her role and responsibility in maintaining a safe workplace and reducing workplace injuries;
- F. applying Anishinabek culture, values, traditions and teachings into programming where possible;
- G. ensuring accuracy, confidentiality and safekeeping of agency records;
- H. participates constructively in the supervision process with the immediate Manager.

QUALIFICATIONS

1. Education

A minimum one-year PSW Certificate is required and preference to applicants with awareness or familiarity of developmental services practice.

A Developmental Service Worker DSW Certificate is appropriate with willingness for providing personal support worker care also.

2. Work Experience

- A minimum of two (2) years direct experience in the provision of in home personal care and/or community based home care service delivery;

- Experience in the facilitation and/or coordination of community programs and services is an asset.

- Candidates without the specific education qualifications and where the position does not require certified qualification to practice, but who possess an appropriate combination of experience and other academic qualifications will also be considered.

3. Skills/Abilities

A. proven ability to effectively and safely provide personal care, personal support, palliative care and respite to elderly, disabled, and special needs children within a home setting;

B. excellent time management, organizational and coordination skills;

C. good written and oral communication skills;

D. ability to communicate in an Anishinabek language and provide translation would be an asset;

E. excellent interpersonal skills,

F. ability to effectively problem-solve;

G. ability to maintain confidentiality;

H. understanding of computers and software programs such as Microsoft Word, Microsoft Access, Lotus Notes, Excel, Power Point and Windows Explorer;

I. Ability to follow direction and work independently, exercise good judgment, and prioritize daily tasks;

J. ability to work effectively and sensitively with Anishinabek children and families;

K. demonstrated understanding of the needs of the ill, physically challenged, and other vulnerable individuals and families;

L. knowledge of gerontology, community health, and multi-disciplinary programming as it relates to the physical, spiritual and psycho-social needs of the target population;

M. knowledge of current issues affecting the home health care needs of Anishinabek people;

N. ability to work as a member of a team and work within the Policies and Procedures and the vision, mission and core values established by Dilico Anishinabek Family Care

CONDITIONS OF EMPLOYMENT

- A. must have a Personal support Worker Certificate or be willing and able to complete Personal Support Worker Certificate training or training of a similar nature;
- B. he/she must demonstrate the willingness and ability to work with clients of all ages, including infants, children, adults and the elderly;
- C. he/she must possess a Standard First Aid and CPR Certificate or be willing to obtain one;
- D. he/she must be able to work flexible hours in a home, school, and/or community setting as required;
- E. he/she must have a valid Ontario G driver's license and access to a personal vehicle with one million liability auto insurance coverage
- F. a criminal record check is required upon hiring.

NOTE: This job description is not intended to be all-inclusive. The employee may perform other related duties as required to meet the ongoing needs of the organization.