


Job Description – Residential Support Worker

	JOB DESCRIPTION		
	Position Title:	RESIDENTIAL SUPPORT WORKER	
	Program:	Mental Health and Addictions	
	Service:	Family Healing Wellness Centre	
	Accountable to:	Family Healing Manager	
Issued By:		Date Revised:	November, 2019
Date Issued:		Classification:	

PURPOSE AND SUMMARY

Under the direction of the Family Healing Manager or designate, the Residential Support Worker will monitor clients at regular intervals and provide care and support to clients; nights, weekends and during special outings/events. The primary responsibility of this position is to provide support to the residents at the Family Healing Wellness Centre.

DUTIES AND RESPONSIBILITIES

1. Service Responsibilities

Under the direction of the Family Healing Manager or designate, the Residential Support Worker is responsible to:

- a. monitor residents at regular intervals and providing care through the day, night, weekend, special outings/events;
- b. provide support and direction to clients;
- c. plan and implement programming with clients consistent with their healing and wellness needs;
- d. ensure clients take their approved medication on the times designated;
- e. take appropriate action in crisis situations and report it to the Family Healing Manager or designate;
- f. record any client interaction or incidents;
- g. answer the phone and ensuring that the messages reach the parties involved;
- h. participate in unit meetings;
- i. ensure the security of the residents and the Family Healing Wellness Centre at all times;
- j. ensure that accommodations for residents are clean, perform nightly spot checks;
- k. assist in providing a warm holistic environment in which the residents can recover;
- l. complete light housekeeping duties in staff areas and cleaning of staff washrooms.

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- m. other duties, related to the position as may be assigned by the Family Healing Manager;

2. Organizational Responsibilities

As a representative of Dilico, the Residential Support Worker will be responsible to:

- a. participate willingly and constructively in the supervision process with the Family Healing Manager;
- b. act appropriately and fully respect all aspects of agency standards, policies and relevant legislation;
- c. propose changes within Dilico that would improve the quality of service to First Nations children and their families;
- d. apply native culture, values, traditions and teachings into programming where possible;
- e. ensure accuracy, confidentiality and safekeeping of agency and client records;
- f. participate constructively with the team in seminars and training sessions as required by the Unit Manager or designate;
- g. act in a professionally appropriate manner both when and when not working and be a positive role model for clients and the Anishinabek community.

QUALIFICATIONS

1. Education

B.A. or College Diploma in addictions, counseling, child and youth care or social work is preferred.

2. Work Experience

Experience in the field of Anishinabek children, families, addiction and mental health is required. 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. sound knowledge of the Anishinabek culture and the principle issues affecting the mental health of Anishinabek children, families and communities in the City and the District of Thunder Bay;
- b. sound knowledge of the positive traditional influences that could promote mental health and wellness of Anishinabek children and families in the District of Thunder Bay;
- c. developing and maintaining respectful, cooperative working relationships with Anishinabek adult to promote an integrated, seamless delivery of service;

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- d. ability to understand or speak an Anishinabek language would be considered an asset;
- e. good written and oral communication skills;
- f. good planning, organization, problem-solving, decision-making skills;
- g. ability to take direction as well as to work independently;
- h. ability to work as a member of a team;
- i. knowledge of the treatment and recovery processes;
- j. Experience working with Anishinabek adults, children and youth.

4. Personal Qualities:

- a. a capacity to relate effectively with Anishinabek families;
- b. must be a positive role model for clients and the Anishinabek community.

CONDITIONS OF EMPLOYMENT

- a. ability to work flexible hours as determined by the Family Healing Manager or designate in relation to service requirements.
- b. must possess a Class “F” driver’s license or be willing to obtain a Class “F” license and have access to a personal vehicle.
- c. must hold a valid Standard First Aid/CPR Certificate.
- d. a criminal records check is required and a child welfare check is required upon hiring.
- e. must complete a medical and receive the required immunizations as recommended by the local medical officer of health.

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.