

POSITION DESCRIPTION FOR

Community Support Worker III

REPORTS TO: Team Manager

MINIMUM QUALIFICATIONS/REQUIREMENTS

Must have a minimum of 1 year direct experience, or 2 years of experience in a related field, and at minimum Foundations Certification or equivalent.

Also must have:

- Ability to perform the designated functions/tasks of a Team Manager in their absence
- Practical knowledge of Disability Service Provision
- A belief that people with disabilities have the right and responsibility to define and pursue their life choices, and have an understanding of the opportunities and options available
- Well-developed coaching and mentoring skills, as well as emerging leadership skills
- Basic computer literacy and well-developed writing/reporting skills
- Effective communication, observation, interpretive and conflict resolution skills
- Effective time and priority management skills
- A current and acceptable criminal record check (and where required Child Information System Check)
- A valid driver's license, reliable vehicle for transportation and be able to acquire applicable insurance

2ND LEVEL QUALIFICATIONS

May start at step 2 of grid if education and experience exceeds the above requirements.

ALL COMMUNITY SUPPORT WORKER III REQUIREMENTS WITHIN:

THE FIRST THREE MONTHS OF EMPLOYMENT

- First Aid
- CPR
- PDD Abuse prevention and response protocol training
- If working in an area that a Class 4 license is required, must obtain Class 4 license
- Medication Administration
- Safe Food Handling Courses

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THE FIRST SIX MONTHS OF EMPLOYMENT

- Non Violent Crisis Intervention (unless employed in an area where it is a pre-requisite before assuming responsibility).
- Positive Behavior Supports Level 1

THE FIRST YEAR OF EMPLOYMENT

- Team Work/Supervisory related training
- OTHER _____
- OTHER _____

KPA: ATTENDANCE / PUNCTUALITY

Standard: To have regular and punctual attendance as per employee requirements.

MEASUREMENTS:

- Arrives for scheduled shifts all of the time
- Is ready for shift / work at scheduled time
- Is ready / on site for meetings, courses and in-services
- Gives proper notification of absences (shifts, service meetings, general meetings, in-services, etc.)
- Follows through on registration and course attendance

KPA: FLEXIBILITY & ADAPTABILITY

Standard: To maintain adaptability and flexibility to meet the changing needs and goals of clients and the agency.

MEASUREMENTS:

- Willingness to change scheduled shifts to meet demands
- Focus remains on quality of service during changes (e.g. environment remains positive)
- Productivity / volume of work remains consistent during change (e.g. continues to complete job requirements)
- Demonstrates actions that facilitate change (e.g. implements new ideas, participates in change, initiates change, planning for change)
- Recognizes and responds to evolving nature of work

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KPA: DOCUMENTATION / COMMUNICATION

Standard: To communicate as per ASC philosophy, respecting the mission, vision, principles and according to ASC guidelines.

MEASUREMENTS:

- As per ASC Policy and Procedure ensure all necessary documentation is accurate, factual, signed, dated, respectful and within appropriate timelines
- Respects confidentiality as per ASC Policy and FOIPP (Freedom of Information and Protection of Privacy) guidelines
- Communication is presented in a positive and respectful manner
- Communication is in plain language (all stakeholders)
- Verbal and written communication is clear, concise, and factual
- Acknowledges all forms of communication and usage preferences (e.g. audio, visual, sign language)
- Shares information with all stakeholders - verbally and/or written, following ASC Policy and Procedure guidelines
- Demonstrates agency beliefs and values through communication techniques

KPA: HEALTH AND WELLNESS

Standard: To promote and maintain safe and healthy environments for oneself and others as per ASC Policy and Procedure, Provincial Guidelines (Occupational Health and Safety) and Accreditation Standards.

MEASUREMENTS:

- Meets mandatory requirements - as applicable (First Aid, CPR, NVI, Business Insurance)
- Meets Association, regional and provincial guidelines related to the work area (e.g. Abuse Protocol, Protection of Persons In Care Act, WHMIS (Workplace Hazardous Materials Information System), Risk Assessing Policy, Mistreatment of Individuals Policy, Child Protection Legislation)
- Meets service delivery guidelines and philosophy as documented in ASC Policy and Procedure manual with respect to Health and Safety
- Demonstrates and practices personal safety and well-being (WHMIS, body mechanics, working safely alone) and follows Human Resource guidelines as applicable
- Promotes well-being of persons served / customer

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KPA: CREATIVITY

Standard: Demonstrates creativity in promoting ASC's Vision, Mission and Principles.

MEASUREMENTS:

- Develops or thinks of new ideas / projects and ways of doing things
- Demonstrates motivation to try new things / ideas
- Teaches and utilizes teachable moments
- Makes innovations to equipment
- Offers options when solving problems
- Strives for continuous improvements
- Uses and shares natural talents

KPA: PROFESSIONALISM

Standard: Practices and adheres to Association Code of Ethics and promotes ASC Vision, Mission, Principles.

MEASUREMENTS:

- Maintains confidentiality as per ASC Policy and Procedure
- Attempts to maintain a respectful rapport with person served / customer, families, coworkers, supervisors and community members
- Acknowledges and respects others dignity and self-worth
- Represents ASC in a positive manner
- Problem solves issues through appropriate channels and means
- Uses and follows ASC Policy and Procedure manual
- Takes initiative to learn and recognizes the need to learn
- Personal appearance reflects suitability to occasion and activity
- Advocate for rights of the person served / customer

KPA: ORGANIZATIONAL SKILLS

Standard: Completes duties as required in a timely manner.

MEASUREMENTS:

- Manages time to accomplish work
- Has an organized system and knows where information and materials are
- Maintains shared workspaces in an equally agreed upon way
- Knows and accurately completes duties
- Asks questions when not sure about duties

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- Consistently meets deadlines
- Asks for assistance to set priorities when there are many tasks to do
- Plans the work to be done and follows through

KPA: TEAM SKILLS

Standard: To practice team skills to promote effective planning, decision making and continuous improvement.

MEASUREMENTS:

- Involves people in decision making when they will be impacted by the decision
- Recognizes team(s) that he/she are a part of
- Follows through on responsibilities and commitments
- Uses effective meeting skills (e.g. organized, agenda, know their role, attendance, minutes, follow ground rules)
- Focuses on processes and discourages personal fault finding or blame
- Follows through on individual and team goals and organizational vision
- Uses effective communication skills (e.g. respectful language and tone of voice, effective listener)
- Uses effective problem solving skills (e.g. checks available information in ASC Policy and Procedure manual, Information Package, etc.)
- Talk and listen to person with whom you may have a disagreement or issue
- Is supportive to all team members (e.g. shares knowledge and skills)
- Focuses on the person served / customer
- Uses resources to promote team processes

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POSITION SPECIFIC KEY PERFORMANCE AREAS

KPA: SERVICES TO PEOPLE/CUSTOMER

Standard: To advocate and facilitate quality of life for people/customers as per ASC policy and procedure.

MEASUREMENTS:

- Monitoring of implementation of Individual Support Plans
- Models Person Centered Thinking
- Assists as designated in ensuring clients medical needs are met (appointments, medication administration, observation and communication of health, implementation of health related procedures)
- Completion of documentation of required information (e.g. incident reports, contact and med notes, etc.) and monitoring of other employees documentation
- Assist as required with development, and ongoing review of care plans, daily routines etc.
- Communication with guardians/family/trustees on day to day information sharing and where designated, problem solving and decision making
- Promote and maintain positive and professional relationship with the community

KPA: EMPLOYEES

Standard: To support team members to be competent and achieve a high quality of service provision.

MEASUREMENTS:

- Assist as designated with orientation of new employees
- Provide input as requested for employee performance appraisals
- Designated On-site teaching/training of employees (eg. Safe Food Handling)
- Assists as designated in monitoring work tasks/assignments and priorities and communication of same to Team Manager
- Mentoring and where required, coaching to assist employees in obtaining competency for quality service provision and communication of same to area Team Manager
- Monitoring of employee timesheets and expense accounts, and in absence of Team Manager, verification and forwarding with in established payroll timelines
- Monitoring day to day employee work schedules and supporting required changes
- Participate in service meetings and where designated, in collaboration with area Coordinator plan for service meetings

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KPA: OPERATIONS

Standard: To help ensure homes/worksites/agency vehicles are meeting all requirements and are well maintained.

MEASUREMENTS:

- Assists area in meeting compliance as applicable with PDD Safety Standards/Accommodation Standards
- Completes designated follow-up of inspection recommendations
- Completes designated follow up for maintenance and repairs
- Monitoring of menus and dietary requirements
- Monitoring for completion of day to day chore charts and overall upkeep

Additional measurements for Worksites that have agency vehicles

- Completing designated tasks in relation to verifying and submitting travel expenses for agency vehicles
- Completes required Transportation Safety Authority Inspections as designated
- Completes Transportation Safety Authority scheduled maintenance and any required repair of vehicles as directed

KPA: HEALTH AND SAFETY

Standard: To exercise due diligence and assist in promoting safe worksites.

MEASUREMENTS:

- Models working safely at all times
- Completes designated employee orientation/training for competency with tasks and safe practices
- Stops and corrects unsafe work behavior. Explains hazard to employees, identifies unsafe behavior, suggests method for improvement and reports same to Area Team Manager
- Assists as designated with monitoring area for completion of hazard assessments, evacuation drills, fire extinguisher up-keep, first aid checklist and all other safety related procedures
- Assists in monitoring that all injuries that occur at work including minor injuries not requiring medical attention and or time off are reported via internal reporting forms
- In the absence of the Team Manager assists area Coordinator in ensuring **WCB reports** are completed within 72 hours of any injuries requiring medical attention and or time off

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- Assists in monitoring of safe return to work of employees on injury or illness related Leave of Absences and reports as required to area Team Manager
- Assists in monitoring all required health and safety related documents/reports
- Assists in monitoring that equipment is appropriate for the job and in good repair

KPA: FINANCIAL

Standard: To assist all area employees to be accountable to the person receiving services/trustee for financial handling.

MEASUREMENTS:

- Assists as required in training employees to financial procedures
- Role models by accurately entering transactions in petty cash accounts and in house accounts, checking and initialing for correct balances
- Monitors employees for accurately entering transactions in petty cash and in house accounts, checking and initialing for correct balances
- Assists in monitoring that there is opportunity for meaningful involvement by the client (e.g. clients present during purchases, carrying their own funds, purchases reflect interests/preferences, client initials entries etc.)
- Makes corrections to incorrect entries
- Immediately reports to Team Manager any unexplained error, shortage of funds or concern with accountability
- Knows client budgets and assists with monitoring that expenditures stay within identified budget amounts
- Follows procedure for purchasing on behalf of service area/agency
- Follows procedure for donation of items
- Completes a minimum of a weekly spot check for accuracy of transaction recording, balance of funds and recorded transactions and evidence of recorded purchases
- Monitors that cheques/deposits are deposited within specified time frame
- Monitors transactions in petty cash/in-house account
- As designated, at the end of each month, assists in balancing in-house/grocery accounts and ensuring all required receipts are attached

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KPA: ASC TEAMS/EXTERNAL COMMITTEES

Standard: To be involved as leaders in the development and growth of ASC service quality through team participation.

MEASUREMENTS:

- Participates as a back- up designate in Leadership Team meetings
- Maintain acceptable balance of teams/external committees and work expectation
- Shares necessary information
- Promotes ASC positively
- Demonstrates personal growth through learning and teaching

KPA: PERSON CENTERED THINKING

Standard: To understand and support the basic philosophy of person centered thinking.

MEASUREMENTS:

- Monitors that follow through occurs with Individual Support Plans, relating to the person’s outcomes. Monitors that clear and objective records, reports and any other required documentation is completed
- Models and coaches employees to use language that demonstrates person centered thinking, to respect client’s choices, to respond to their requests, to ensure the focus is on the person and to use “person first” language
- Does not change the clients routine for his/her own convenience, and monitors other employees
- Assists employees in identifying meaningful opportunities for clients to connect with others not only through paid supports and how to develop natural supports within the community
- Assist employees to understand their role in supporting clients in the establishment and maintenance of shared, respectful relationships within the community, with a view to meaningful participation and inclusion in employment, volunteer, recreational and other social settings
- Models and coaches employees to focus on what is important to/important for the client, not about the things that are wrong with the client
- Assists employees to develop their observation skills, to detect change and to communicate the information required for effective planning

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KPA: GOAL SETTING

Standard: To develop goals that support organizational goals.

MEASUREMENTS:

- Knows ASC's organizational goals/outcomes
- Knows related area goals/outcomes and reporting requirements
- Participates in area team and program activities/strategies and reporting that support the organizations and area goals/outcomes
- Sets personal career goals related to position that support team/program and organizational goals/outcomes
- Supports area employees in working on their identified goals

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