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# *The John Howard Society of North Island*

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## *Job Description*

**Job Title:** Community Support Worker  
**Work sites:** Campbell River, Courtenay  
**Program:** CLBC Outreach Support  
**Classification:** Community Support Worker  
**Grid Level:** 10, JJE grid  
**Reports to:** Program Manager  
**Prepared date:** March 2011  
**Approved by:** Executive Director  
**Approved date:** March 14, 2011  
**Revised:** **March 21, 2012**  
**Reviewed:** July 11, 2011

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### **SUMMARY**

Assists clients living semi independently with their physical, economic, vocational, recreational, social, emotional and daily life skills development. Assists clients to achieve the greatest degree of independence and quality of life possible.

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### **KEY DUTIES AND RESPONSIBILITIES**

To perform the job successfully the Community Support Worker must be able to perform consistently each essential duty satisfactorily. Other related duties may be assigned.

- Participates in the assessment, goal setting and program planning such as (Personal Service Plans) for individuals living semi independently. Documents and implements the plan and provides input into the evaluation of the program.
- Evaluates client needs and develops short term plans to meet such needs with the active participation of clients and their families.
- Assists clients to function more independently in their own homes and in the community. Assists clients with daily life skills, social skills and/or behaviour management. Teaches and assists clients with activities such as grooming, basic cooking, money management, shopping, household safety, pet care. Facilitates physical, recreational, educational, social and vocational activities.
- Recognizes, analyzes and deals with potential emergency situations such as clients' aggressive behaviour to minimize potential risk and ensure no harm comes to the clients and/or the public. Reports problems to the supervisor.
- Administers medication to clients in accordance with established policy.
- Ensures health and safety standards are maintained.
- Reviews and evaluates clients' progress and makes adjustments to programs as required. Provides feedback and support to clients and/or their families.
- Accompanies and/or transports clients to activities such as appointments, shopping or leisure activities.
- Provides either written and/or verbal reports regarding clients' daily activities and progress. Ensures that all required documentation is complete and accurate.

- Identifies social, economic, recreational, physical, vocational and educational services in the community that will meet clients' needs. Maintains liaison with other agencies, professionals, government officials and the community.
- Performs other related duties as required.

## QUALIFICATIONS

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The requirements listed below are representative of the knowledge, skill, and/or ability required.

## TRAINING AND EXPERIENCE

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- Diploma in a related human/social service field
- One (1) year recent related experience working one-on-one with individuals with FASD, developmental, or similar disabilities

Or an equivalent combination of education, training and experience.

## OTHER SKILLS & ABILITIES

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Worker must:

- Demonstrate a level of cultural sensitivity and understanding of the client population's cultural and socio-economic characteristics.
- Have the ability to form a mutually respectful partnership with persons served and their families in which they are helped to gain skills and confidence to address any issues and problems they face.
- Have the ability to accept the differences he or she will find among his or her clients.
- Have the acceptance of clients' rights to self-determination and individuality and must not discriminate on the basis of race, ethnicity, language, religion, marital status, gender, sexual orientation, age, abilities, socio-economic status, political affiliations, or national ancestry.
- Have a positive conviction about the capacity of people to grow and change.
- Have the ability to work respectfully in partnership with other team members, including referring authorities.
- Have the ability to set limits and maintain the helping role for the practitioner and to intervene appropriately to meet the needs of the persons served or other family members.
- Recognize the value of a nurturing family as the ideal environment for a person.
- Worker must have the ability to recognize persons with special needs and make appropriate referrals.
- Have basic computer and Internet skills.

## OTHER JOB REQUIREMENTS:

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- The Community Support Worker may be involved in co-ordinating and/or participating in activities with clients, which may include physical, outdoor or other active elements.
- The worker must have a valid driver's licence and access to safe, reliable transportation, and must obtain appropriate insurance as per Society policy.
- Two completed, acceptable criminal record checks, one from the Criminal Records Review and one from the RCMP.
- Occupational First Aid, Level 1.
- The Community Support Worker will follow the code of ethics and the mission statement of the John Howard Society of North Island. The worker will also abide by the relevant rules and regulations and guidelines set out by Community Living British Columbia.

## DIVERSITY

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JHSNI welcomes applications from all qualified applicants including but not limited by those of any sex, race, orientation, or disability. Multilingual skills and multicultural competence are assets.