



## POSITION DESCRIPTION

Position Title:	<b>Community Support Worker (Dual Diagnosis) - Relief</b>		
Program Name:	Dual Diagnosis	Position Class:	6
Reports To:	Program Manager, Dual Diagnosis and Lighthouse Community Centre	Location (Work Site):	Peterborough
Effective Date: July 2016		Review Date:	

### Position Summary:

Community Support Workers (CSW) provide comprehensive in house support to individuals who live with a dual diagnosis (developmental disability and mental health issue(s)). CSWs support and promote the following: ensures client safety, assists with activities of daily living and encourages full participation in community activities. They work closely Case Managers and community resources as part of a multidisciplinary team.

### Key Responsibilities

#### 1. Client Supports

- Assist with well-being of clients ie: mental health, behavioural, physical, emotional etc.
- Provide crisis support when necessary
- Prompt clients in regards to personal care
- Assist clients with activities of daily living – cooking, cleaning, shopping, banking, garbage and recycling, laundry and social recreational activities
- Supports individuals with medications – teaching, reminding, observing, monitoring in compliance with medication safety policies
- Provides coaching and skill development to clients in a residential setting and in the community
- Plan and participate with clients in social/recreational and vocational activities



## **2. Documentation**

- Ensure documentation is accurately recorded in a timely manner in accordance to agency policy, including CRMS, communication binders, medication observation records, safety reports etc.
- Completes administrative tasks including: time sheets, expense reports, vacation requests etc.

## **3. Performance Management and Professional Development**

- Participate cooperatively in the agency performance management process/system
- Stay current on relevant legislation and best practices, current research, policies and procedures
- Participate in ongoing professional development and mandatory training
- Actively engage and participate in supervisory process

## **4. Health and Safety – Worker Responsibilities**

- Work in compliance with the Occupational Health And Safety Act, applicable regulations and all organizational health and safety requirements and procedures to ensure the health and safety of clients, staff/colleagues, volunteers and students
- Actively participate in workplace, departmental and job-specific health and safety orientation, education and training
- Use or wear any equipment, protective devices or clothing required by the employer
- Operate any equipment and work in a way that does not endanger oneself or any other worker
- Comply with established policies, procedure and work practices regarding health and safety
- Identify and report workplace and job hazards, defects and contraventions of the Act to the supervisor or employer
- Report health and safety problems to your supervisor or employer
- Notify the supervisor if clarification of a policy, procedure or safe work practice is needed
- Use initiative to reduce risk and apply discretion to solve problems, within scope of authority



- Work co-operatively with co-worker, supervisor, Joint Health and Safety Committee members and others

## **5. Quality Assurance Measures (QAM)**

- Work in compliance with Quality Assurance Measures as outlined in Reg. 299/10 of the “Services and Supports to Promote Social Inclusion of Persons with a Developmental Disability Act, 2008”
- Work in compliance with all CMHA HKPR Quality Assurance Measures policies and procedures

## **6. Other duties as assigned**

- Attend, participate in team/staff meetings, and all-staff meetings as required
- Participate in agency quality improvement activities, e.g. accreditation projects, committee work, special events, etc.
- Participate in quality improvement activities at the team/program level
- Participate in external committees as required
- Duties may change from time to time

## **Requirements of the Position:**

### **A: Education and Training**

Successful completion of post secondary education (diploma or degree) in the social/health science discipline, human services

**We recognize that mandatory training before hire is an asset, however, successful completion of the training applicable to this role shall be requirements for continued employment in this position: (only select those relevant to your position)**

- WHMIS
- ASIST
- NVC
- OCAN
- CRMS
- First Aid/CPR
- Case Management Certificate
- QAM
- Back Care training



**Assets with regard to this position:**

- Safe food handling is preferred
- Knowledge of Motivation Interviewing, Cognitive Behavioural Therapy, Dialectical Behavioural Therapy, Trauma Informed and Concurrent Disorders

**B: Related and Relevant Experience**

**Mandatory experience**

- **Minimum of one year experience in the delivery of community supports to clients, especially within the mental health and/or developmental sectors**
- **Demonstrated ability to work independently without immediate access to a supervisor**
- **Demonstrated ability to follow complex routines to minimize risk**
- **Demonstrated ability to teach, guide, coach, lead, explain and demonstrate activities of daily living**
- **Demonstrated ability to engage clients in social recreational activities**
- **Demonstrated ability to manage challenging behaviour**

**Preferred experience**

- **Experience in a residential setting**
- **Experience working with the dually diagnosed population**
- **Experience working with the transitional age youth**
- **Experience working in the developmental services sector**
- **Teaching experience – guiding, coaching, leading, explaining, demonstrating**



## C: Competencies

Type of Competency	Level of Competency
<b>Clinical</b>	
Analytical Thinking and Decision Making	Intermediate
Client Management within the Community –	Intermediate
Client Supports	Intermediate
Commitment to Continuous Learning	Intermediate
Crisis Intervention	Basic/Intermediate
Documentation	Intermediate
Human Development	Basic/ Intermediate
Mental Health/Concurrent Disorder/Dual Diagnosis	Basic/ Intermediate
Pharmacology	Intermediate
Screening and Assessment	Intermediate
Service Planning	Basic/ Intermediate
Substance Use/Addictions	Basic/Intermediate
<b>Behavioural</b>	
Adaptability and Flexibility	Intermediate
Collaboration	Intermediate
Communication	Intermediate
Diversity	Basic/ Intermediate
Ethics	Basic/Intermediate
Interpersonal	Intermediate
Professionalism	Intermediate
Teamwork and Multidisciplinary Approach	Intermediate
<b>Functional</b>	
Analysis and Problem Solving	Basic/ Intermediate
Knowledge of Community Resources	Intermediate
Organization and Planning	Intermediate
Record and Information Management	Intermediate
Technical (Cleaning)	Intermediate
Technical (Computer Skills)	Intermediate
Technical (Cooking/food preparation)	Intermediate
Technical (Laundry)	Intermediate



## D: Other

- Valid driver's license
- Automobile in good repair and insurance coverage as required by agency policy
- Satisfactory police records search and vulnerable sector screening
- Satisfactory references

## Working Conditions:

- Works primarily in a residential/group home setting, in the community
- Works directly with individuals living in poverty who may live with a with serious mental illness and/or dual diagnosis and/or addictions
- Works directly with individuals living with serious mental illness and/or dual diagnosis and/or addictions, individuals who are experiencing emotional and/or mental health issues and are working towards recovery
- Works directly with individuals experiencing crisis including, emotional, serious mental illness and/or dual diagnosis and/or addictions
- Work directly with individuals living with mental illness, Dual Diagnosis, acquired brain injury, Fetal Alcohol Spectrum Disorder (FASD) or concurrent disorder, who experience crises, instability and various levels of functioning
- Works directly with individuals living with a dual diagnosis who experience crises, instability and various levels of functioning
- Required to work rotating shifts – days, evenings, weekends, public and statutory holidays and occasional overnight to address client need
- Transports clients in personal vehicle
- Some evenings may be required, weekend shifts and public and statutory holidays



**Approval/Revised Approval Dates:**

Program Manager \_\_\_\_\_ Date \_\_\_\_\_

Program Director(s) \_\_\_\_\_ Date \_\_\_\_\_

Human Resources Manager \_\_\_\_\_ Date \_\_\_\_\_

I have read and understood the above position description.

\_\_\_\_\_  
Employee Signature

\_\_\_\_\_  
Date