



POSITION DESCRIPTION

Position Title:	Community Support Worker (Dual Diagnosis) - Relief		
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
Clinical	
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
Behavioural	
Adaptability and Flexibility	Intermediate
Collaboration	Intermediate
Communication	Intermediate
Diversity	Basic/ Intermediate
Ethics	Basic/Intermediate
Interpersonal	Intermediate
Professionalism	Intermediate
Teamwork and Multidisciplinary Approach	Intermediate
Functional	
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