



Position Description

Position Title:	Dual Diagnosis Community Support Worker		
Program Name:	Dual Diagnosis.	Position Classification:	6
Reports To:	Program Manager		
Effective Date:	July 2016	Review Date:	July 2017

Position Summary:

The Community Support Worker promotes recovery, stabilization and independence by providing comprehensive support to individuals who live with a dual diagnosis (developmental disability and mental health issue(s)). The Community Support Worker supports and promotes the following: ensuring client safety, assisting with activities of daily living and encouraging full participation in community activities. The Community Support Worker works closely with Case Managers and community resources as part of a multidisciplinary team.

Key Responsibilities

1. Client Supports

- Assist with well-being of clients, i.e. 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
- Support individuals with medications – teaching, reminding, observing, monitoring in compliance with medication safety policies
- Provide 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 all client documentation is accurately recorded in a timely manner in accordance with agency policy, including C.R.M.S. progress notes, communication binders, medication observation records, safety reports etc.
- Complete administrative tasks including: time sheets, expense reports, vacation requests etc.

3. Other Activities

- Participate in annual compliance review

4. 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

5. 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 self 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 the 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-workers, supervisor, Joint Health and Safety Committee members and others

6. Client Safety

Adhere to C.M.H.A. H.K.P.R. client safety programs including program policies as well as infection control and prevention procedures. In partnership with clients, family members, and fellow staff, maintain open lines of communication to assist the organization in identifying and achieving quality outcomes for client safety. Report client safety incidents and suggested improvements to manager or delegate.

7. Quality Assurance Measures

- 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 C.M.H.A. H.K.P.R. Quality Assurance Measures policies and procedures

8. 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 or human service disciplines.

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:

- Health and Safety Training (including but not limited to the following):
 - Globally Harmonized System (previously W.H.M.I.S.)
 - Infection, Prevention & Control
 - Workplace Violence
 - Accessibility for Ontarians with Disabilities Act
- Applied Suicide Intervention Skills Training
- Non Violent Crisis Intervention
- O.C.A.N.
- C.R.M.S.
- First Aid/C.P.R.
- Quality Assurance Measures

Assets with regard to this position:

- Safe food handling training
- Formal education in Motivation Interviewing, Cognitive Behavioural Therapy, Dialectical Behavioural Therapy, Trauma Informed and Concurrent Disorders is preferred

B: Related and Relevant Experience

Mandatory experience

- Minimum of one year of 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
- Demonstrated ability to work as part of a multi-disciplinary team

Preferred experience

- Experience and knowledge of working in a residential setting is preferred
- Experience and knowledge of working with the dually diagnosed population is preferred
- Experience and knowledge working with transitional age youth is preferred
- Experience and knowledge working in the developmental services sector is preferred
- Experience and knowledge assisting clients with medication routines is preferred

C: Competencies

See Appendix A.

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:

- Work primarily in a residential/group home setting, in the community
- Work directly with individuals living in poverty who may live with a with serious mental illness and/or dual diagnosis and/or addictions



- Work 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
- Work 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 or concurrent disorder, who experience crises, instability and various levels of functioning
- Work 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
- Transport clients in personal vehicle

Approval/Revised Approval Dates:

Program Manager _____ Date _____

I have read and understood the above position description.

Employee Signature

Date