



## Position Description

Position Title:	<b>Transitional Age Youth (T.A.Y./Acquired Brain Injury (A.B.I.) Community Support Worker</b>		
Program Name:	Dual Diagnosis	Position Classification:	6
Reports To:	Program Manager		
Effective Date:	July 2016	Review Date:	July 2017

### Position Summary:

The T.A.Y/A.B.I Community Support Worker provides comprehensive in house support to individuals who live with either an acquired brain injury or a dual diagnosis (developmental disability and mental health issue(s)). The T.A.Y./A.B.I. Community Support Worker will promote successful independent living through using evidenced based interventions, assist with social skill building, help build skills in activities of daily living, collaborate with the lead case managers in client case coordination, arrange and transport clients to appointments when needed , and assist in working with the case managers to ensure client progress related to client goals. T.A.Y/A.B.I. Community Support Workers support and promote the following: client safety, activities of daily living, full participation in community activities.

### Key Responsibilities

#### 1. Client Supports

- Assist Transitional Age Youth and Acquired Brain Injury clients with activities related to successful independent living
- 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, may include 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 documentation is accurately recorded in a timely manner in accordance to agency policy, including C.R.M.S., communication binders, safety reports etc.
- Completes administrative tasks including: time sheets, expense reports, vacation requests etc.
- Ensure all statistical data is collected and recorded in compliance with the applicable Ministry's requirements i.e.: Acquired Brain Injury for Ministry of Health and Long Term Care and Transitional Age Youth for M.C.S.S.

## **3. Other Activities**

- n/a

## **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
- Knowledge of Cognitive Behaviour 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 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 experience and working effectively with community partners

### **Preferred experience**

- Experience with working with youth and acquired brain injury clients
- Experience working with the dually diagnosed population and/or the developmental sector
- Experience working with the transitional age youth
- Experience working in the developmental services sector

## **C: Competencies**

Refer to C.M.H.A. H.K.P.R Competency Matrix

## **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 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 and/or ABI
- Work directly with individuals living with serious mental illness and/or dual diagnosis and/or addictions and/or acquired brain injury, 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 and/or ABI
- Transport clients in personal vehicle
- Some evenings may be required
- There are multiple competing demands which require time management skills, the ability to be flexible and to prioritize.

**Approval/Revised Approval Dates:**

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

I have read and understood the above position description.

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

\_\_\_\_\_  
Date