



Position Description

Position Title:	Education and Support Worker		
Program Name:	Gender Journeys	Position Classification:	6
Reports To:	Program Manager		
Effective Date: August 2017		Review Date: November 2017	

Position Summary:

The Gender Journeys Education and Support Worker has lived experience as a self-identified Transgender person, with an understanding of the effects of marginalization on the health and wellbeing of people within this population. The Education and Support Worker has experience working directly with Transgender and Gender Diverse people. This position works in close collaboration with community organizations participating in this project.

Key Responsibilities

1. Education & Support

- Deliver education and support to Gender Journey clients, including groups and individual peer support
- Work with community partners to facilitate referrals to Gender Journeys programs
- Participate in screening and intake assessments, engaging new clients to participate in service
- Plan, organize, schedule and facilitate Gender Journeys Education and Support Groups and Drop-In Groups, as required
- Provide individual education and support for isolated individuals
- Provide advocacy/referrals for clients in need of other services and supports
- Assist with the development, collection and distribution of resources for the Gender Journey Programs
- Contribute to delivery and evaluation of public education, professional training, and special events related to transgender awareness and trans-friendly service delivery

2. Documentation



- Prepare programming calendars
- Track and collect statistics
- Complete C.R.M.S. notes and documentation
- Complete O.C.A.N.'s as required
- Complete Service Agreement

3. Other Activities

- Collaborates with other Gender Journeys staff, peer support workers and volunteers as required
- Share in program development and maintenance through participation in (team meeting mentioned under “Other Duties” below) Advisory group meetings, and community collaborations

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-worker, 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. 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 related discipline.

Training specific to L.G.B.T.Q. issues, particularly trans specific training

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 Systems (formerly W.H.M.I.S.)
 - Infection Prevention and Control
 - Workplace Violence
 - Accessibility for Ontarians with Disabilities Act
- Applied Suicide Intervention Skills Training
- Nonviolent Crisis Intervention
- O.C.A.N.



- C.R.M.S.
- First Aid/C.P.R.

B. Related and Relevant Experience

Mandatory experience

- Lived experience as a self-identified Transgender person, with a thorough understanding of the effects of marginalization on the health and well being of people within this population
- Training and one year of work experience related to the provision of Trans specific education and support
- Demonstrated knowledge of the spectrum of issues related this work, including medical, psycho-social, psychological, and socio-economic concerns that are particular to the Transgender/Gender diverse population
- Knowledge of community resources required by Gender Journeys clients, within and beyond the four counties
- Strong communication/interpersonal/teamwork skills
- Ability to work independently with flexibility, creativity and innovation
- Strong commitment to continuous learning in this developing field of research and innovation
- Demonstrated knowledge of computer applications (Outlook, M.S. Word, databases)

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
- Intermediate to advanced-minus French language proficiency considered an asset

Working Conditions:



- Ability and flexibility to work in various community settings and office settings throughout the four counties to provide service
- 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
- Usually works with another co-worker but at times, leads group activities on their own
- Flexibility to work evenings or weekends as required
- work directly with highly vulnerable individuals who frequently have suicidal ideation and/or may be actively suicidal and this work is usually done with only one other staff member who may or may not be in the same room

Approval/Revised Approval Dates:

Program Manager _____ Date _____

I have read and understood the above position description.

Employee Signature

Date