

## Position Description

Position Title:	<b>Community Support Worker, Justice Supportive Housing</b>		
Program Name:	Justice Services	Position Classification:	BU 6 <i>under review</i>
Reports To:	Manager of Justice Services		
Effective Date:	January 1, 2021	Review Date:	

### POSITION SUMMARY:

The Community Support Worker, Justice Supportive Housing (C.S.W.) position resides within the integrated team of Justice Services which provides treatment and support for individuals who are involved with the criminal justice system across the four counties of Haliburton, City of Kawartha Lakes, Northumberland and Peterborough. The C.S.W. supports the Justice Supportive Housing program which is structured to provide high intensity mental health and addiction treatment for complex individuals who experience multiple intersections with both criminal justice and health systems, due to serious mental health and/or addictions and experience high usage of judicial and medical services.

The C.S.W. is responsible for providing flexible supports for persons living with mental illness, a concurrent disorder, and/or a dual diagnosis and is integral to supporting people who are in the Justice Supportive Housing program. The C.S.W. provides flexible, individualized support and intervention to clients in both their homes and in the community. The C.S.W. promotes successful independent living through the use of evidenced based interventions, in collaboration with the lead Justice Services Worker (J.S.W.).

In the absence of a J.S.W., the C.S.W. acts as lead and provides concrete service supports in identified areas of need, including supporting clients to live safely, identifying when mental health stability is at risk, assisting to maintain client tenancies.

### KEY RESPONSIBILITIES

#### 1. Client Supports

- Assist clients to implement their service plans and goals, in coordination with the J.S.W. and identified care plans
- Provide assistance to clients related to attending professional appointments
- Assist individuals in moving to alternate or initial housing as required

- Assist clients with activities of daily living, such as cooking, hygiene, cleaning, grocery shopping, laundry, in order to maintain their housing and a safe living environment
- Assist clients with medication compliance, including support, teaching, reminding, and monitoring of medication
- Assist clients with social skill building, outings, and social recreation
- Provide timely communication for liaison and service planning with J.S.W.s, Housing Administration staff and with external service providers as appropriate
- Transition clients towards discharge from other supports
- Follow up post discharge to maintain stability
- Where there is no J.S.W., assists individuals to develop and utilize their informal support networks, and collaborates with other service providers so that various supports are coordinated
- Provide group living supports at residential sites, such as the Justice Services Transitional House
- Provide retention supports/monitoring of clients in C.M.H.A. housing, through wellness checks at established time frames
- Maintains professional conduct, boundaries, and ethical standards, acting as ambassador of C.M.H.A.

## **2. Documentation**

- Ensure all required client documentation is accurately recorded in a timely manner, such as consents, Service Agreements, C.R.M.S. progress notes within 24 hours of client contact, crisis plans, formal and informal risk assessments, Safety Reports
- Where acting as the lead, complete Ontario Common Assessments of Need (O.C.A.N.s) at 6 month intervals and shares with other service providers
- Complete all other required program documentation, such as monthly statistical information
- Complete required documentation as described in the Justice program manual and according to C.M.H.A. H.K.P.R. policies and procedures
- Complete administrative tasks, such as expense claims, time sheets, vacation requests

## **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 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

#### **5. 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

#### **6. Other Duties as Assigned**

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

## REQUIREMENT(S) OF THE POSITION

### A. Education and Training

- Completion of post-secondary education in the social/health science disciplines; diploma required.

**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 (A.S.I.S.T.)
- Non Violent Crisis Intervention (N.C.V.I.)
- Ontario Common Assessment of Need (O.C.A.N).
- Client Record Management System (C.R.M.S.)
- First Aid/Cardiac Pulmonary Resuscitation (C.P.R.)
- Safe Food Handling
- Intermediate or advanced French language proficiency

### B. Related and Relevant Experience

#### Mandatory experience

- One (1) to Two (2) years related experience in one or more of the fields of mental health, addictions, criminal justice
- Demonstrated ability to build and maintain therapeutic rapport
- Demonstrated competency in the use of evidence-based modalities, for example cognitive behavioural approaches, Dialectical Behavioural approaches, Motivational Interviewing, Trauma-Informed Care
- Working knowledge of concurrent disorders and harm reduction approaches
- Knowledge of criminal justice system
- Knowledge of local community resources
- Demonstrated ability to work in clients' living and social environments, including congregate settings
- Strong communication and interpersonal skills
- Experience with transporting clients in personal vehicle
- Flexible with demonstrated ability to work independently, as well as within a team
- Demonstrated knowledge of computer applications (Microsoft Outlook, Word, databases)

### **Preferred Experience**

- Demonstrated ability to work in client record management systems
- Working knowledge of privacy and consent in a health care setting
- Experience supporting adults in a communal setting

### **COMPETENCIES**

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

### **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
- Ability to work remotely, for example from home, as required.
  - Requirement to have reliable home internet service and the technology to complete work from a remote location, for example computer/laptop, telephone, etc.

### **WORKING CONDITIONS**

- Works directly with individuals in the criminal justice system who are living with serious mental illness and/or dual diagnosis and/or addictions and are working towards recovery
- Works in an office setting and in the community, often in clients' homes, which may include congregate settings
- Transports clients in personal vehicle
- This program may include day, evening and weekend work
- There are multiple competing demands which require time management skills, the ability to be flexible and to prioritize
- Works in a stressful environment where there are mental and emotional demands. There is a high volume of work as well as the unpredictable work, life-threatening situations for others such as instances of suicide.
- Work environment may consist of noise, odours, heat, cold, dirt, oil, chemicals, fumes, severe weather, bodily fluids etc.
- Work in a remote location, such as personal home, as required

**Approval/Revised Approval**

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

I have read and understood the above position description.

Employee Signature: \_\_\_\_\_ Date\_\_\_\_\_