

# Policies & Procedures

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## **Job Title: Executive Director**

### **Excluded Position**

#### **Job Summary:**

- ❖ Plans, organizes, directs, controls and administers all agency activities, services and operations directly or through other reporting personnel consistent with Board approved agency policies and in accordance with legal, statutory, constitutional and other requirements.
- ❖ Ensures that a high standard of client based service delivery is maintained.
- ❖ Promotes the agency's activities through contact with the community, business organizations, government and the general public.
- ❖ Ability to work within the principles of the Policy Governance system of governance to accomplish the Mission, Vision and objectives of the strategic plan, and stay within the parameters of the Executive Limitations policies while doing so.

**Reports to:** Board of Directors

#### **Key Duties and Responsibilities:**

- ❖ Formulates and develops mission statements, new or revised policy and strategic plans, goals, operational policies, new program proposals, directions or initiatives, impacts of legislative changes, resource needs and other matters of importance to an agency. Provides information to, and recommends / presents proposals and plans to the Board for review, discussion and approval.
- ❖ Plans, organizes, directs and controls the long term, general and day-to-day operations, administration and facilities management of a community social service agency providing service(s) directly or through a team of reporting personnel. Establishes and implements management and human resource policies necessary to support the objectives of the agency including labour relations issues related to hiring, performance appraisal, discipline, grievance resolution, arbitrations, and discharge. May also participate in union negotiations.
- ❖ Establishes and maintains effective relationships with senior and other government officials, clients and stakeholders, funding sources, volunteers, community groups, etc.; communicates and/or promotes the agency's services, funding needs, value to the community, etc. Represents the agency at community and fund raising events, or other official functions. Participates on various task forces, working groups and other committees as an agency advocate.
- ❖ Prepares annual Operating/Management Plans and budgets for consideration by the Board. Oversees and maintains control of approved budgets and expenditures for assigned responsibility area and major projects in accordance with agency financial control and administrative procedures. Develops and recommends contract terms and conditions to the Board. Develops

and implements fund-raising activities. May undertake contract negotiations and program proposals with funders.

- ❖ Oversees and ensures operational risk management policies and procedures are sufficient to protect the agency, employees and/or volunteers from liability and other claims. Establishes and ensures all professional, licensing or other accreditation requirements are in place to satisfy legal, regulatory and other requirements.
- ❖ Oversees and/or approves major program/project contracts, priorities, schedules and resource requirements and ensures all aspects of projects are carried out expeditiously and consistent with agency/Board policies including directing and monitoring the work of consultants, contractors and vendors.
- ❖ Meets expectations as set out in the Executive Limitations as per the Board Policy Manual:
  - EL1 – Global Executive Constraint
  - EL1.1 – Treatment of People Supported by SACL
  - EL1.2 – Treatment of SACL Staff
  - EL1.3 – Financial Planning & Budgeting
  - EL1.4 – Financial Conditions & Activities
  - EL1.5 – Emergency Executive Director Succession
  - EL1.6 Asset Protection & Risk Management
  - EL1.7 – Compensation & Benefits
  - EL1.8 – Communication Support to the Board
  - EL1.9 – Ends Focus of Grants/Contracts

1. Meets expectations as set out in the Strategic Plan

### **Job Skills and Abilities**

- ❖ Excellent presentation, public relations, oral, written and interpersonal communications skills.
- ❖ Demonstrated teamwork, leadership, managerial and administrative skills.
- ❖ Well-developed planning, organizing, controlling and negotiation, bargaining and decision making skills.
- ❖ Ability to deal tactfully with sensitive client issues.

### **Additional Information:**

The ability to function independently, and frequently under pressure while managing multiple concurrent projects and deadlines including effectively managing crisis or emergency situations is an ongoing expectation. Participation at meetings, conferences and other events may involve long work days, and/or frequent travel and evening or weekend work.



## **Job Title: Services Manager**

### **Excluded Position**

#### **Job Summary:**

Responsible for managing assigned staff and/or Service Areas or locations. May include other services mandated by contracts with provincial government ministries. This is an excluded position.

**Reports to:** Executive Director

#### **Key Duties and Responsibilities**

1. Plans, organizes, controls and directs the provision of services for assigned new and existing services and/or projects. Ensures effective service delivery consistent with the association's mandate and policy, legal, contractual, budgetary and other requirements. May develop or make recommendations for the development of new program areas.
2. Participates as member of the senior management team in developing long range and strategic plans, assessing and resolving operational issues and policies.
3. Develops and establishes standards and accountability/control mechanisms for assigned responsibility area in accordance with policies and goals established and approved by the Executive Director; provides advice and recommendations to the Executive Director on significant association service issues.
4. Determines service, resource/budgetary, operational and organizational requirements for all new and existing services within responsibility area. Develops comprehensive plans and strategies to achieve identified objectives.
5. Supervises, develops and motivates assigned staff to: attain service objectives; ensure effective case planning and management; accountability to referring authorities/agencies including labour relations issues related to hiring, performance appraisal, discipline, grievance resolution, arbitrations, discharge. Provide training to staff members and or input in union negotiations.
6. Monitors the service delivery of professionals, resource and other workers, volunteers, etc. assisting and providing various services to Persons Supported for structure, consistency, quality of guidance/supervision, suitability of activities, caring, etc. Discusses problem situations and remedies with specific staff members and may participate directly in the provision of services to resolve difficult or sensitive issues or problems.
7. Participates in various committees, working groups, associations, etc. Maintains effective relationships with government officials, volunteers, community groups, etc. May communicate and/or promote the association's services, funding needs, value to the community etc. May represent the association at community and fundraising events, or other official functions.

8. May include behaviour lead responsibilities;
  1. Facilitation & promote a positive behaviour culture within the organization
  2. Train staff on positive behaviour supports for Persons Supported
  3. Train staff on data collection procedure & objective reporting process
  4. Provide support, problem solving & retraining for staff as required to provide positive behaviour support
  5. Analyze behaviours of Persons Supported before referral for behaviour support services
  6. Act as liaison with Behaviour Consultant
  7. Provide input & data as required to the Behaviour Consultant
  8. Provide input to creation of Safety Plans
  9. Attend monthly Behaviour Lead Meetings
10. Prepares reports/conducts special studies, makes presentations. Maintains a current awareness of developments in community living.
11. Valid Non-Violent Crisis Intervention Training
12. Performs other related duties as required.

## Additional Job Skills & Requirements

Be able to lift weight up to 50 lbs.

Perform repetitive tasks and motions.

Work Schedule will include on-call work, irregular hours, weekend and evening work.

Ensures health and safety standards are met.

Valid Level 1 First Aid Certificate

Valid BC Driver's License and proof of safe driving record

## Qualifications

### Education/Training/Experience

1. Operational/administrative management, planning, organizing, human resources, analytical and communications, counselling/social services knowledge and skills are typically acquired through completion of a university degree in social services, psychology, etc. or equivalent.
2. Three to five years of progressively more responsible program management experience preferably in the community social services sector with a demonstrated and in depth knowledge of community living services, applicable legislation and policies, issues surrounding assigned community relations is required.
3. Specific service, legislative/policy, provincial and other government frameworks and systems, information technology, financial management, labour relations or professional knowledge may be required depending on the Association's needs.

### Job Skills and Abilities

- ❖ Excellent oral, written, facilitation and interpersonal skills.
- ❖ Demonstrated teamwork, leadership and supervisory skills.
- ❖ Well-developed planning, organizing, controlling and administrative skills.
- ❖ The ability to function independently, and frequently under pressure, while managing multiple concurrent projects and deadlines including participating in, resolving and effectively managing stressful and emergency/crisis situations is an ongoing expectation. Participation at meetings, conferences and other events may involve long workdays, and/or evening/weekend work.



## **Job Title: Administrative Supervisor**

### **Excluded Position**

#### **Job Summary**

The position of Administrative Supervisor of the Shuswap Association for Community Living is a position of trust and confidence in that the incumbent is responsible for maintaining some financial records, and confidential information. The incumbent must have intermediate computer experience and will work with such software as: MS Word (word processing), Excel, Access, and Graphic Software. In addition the Administrative Supervisor is responsible for quality assurance functions related to ongoing maintenance of all SACL accreditation and performance quality standards, applications, reports and summaries. This position is excluded from the bargaining unit.

**Hours of Work:** Monday to Friday as decided with the Executive Director

**Reports to:** Executive Director

## **Key Duties and Responsibilities**

### **Accreditation & Quality Improvement:**

1. Develops comprehensive plans to ensure CARF Accreditation Standards are met. Monitors and maintains compliance with accreditation standards.
2. In consultation with the management team, develops standards and maintains accurate and up to date reports and other documentation relating to CARF, CLBC and current legislative standards.
3. Ensures satisfaction surveys and associated reports are completed.
4. Create Annual Year End Report in an accurate and timely fashion.
5. Designs formats for feedback and data collection.
6. Attends senior management meetings and participates in management team activities.

### **Operations, HR, & Finance**

1. Prepares, records, and deposits monthly bank deposit
2. Cashes and distributes agency petty cash cheques.
3. Reviews & submits Staff expenses to Shuswap Bookkeeping for payment.
4. Sets staff training and educational requirements to meet CARF and WCB standards. Tracks and updates all staff training, mandatory renewables, and policy reviews.
5. Ensures all ACCLAIM Ability Management and WCB forms and claims are properly recorded and sent.
6. Tracks and completes all New Hire Packages for Union Staff
7. Maintains confidential office and personnel filing systems; keep up to date employee records.
8. Drafts complaint/suggestion responses in accordance with SACL Policy & the Collective Agreement when required.
9. Drafts Human Resources Letters in accordance with SACL Policy & the Collective Agreement (including entitlement & wage increase letters, progressive discipline letters, letters of expectation etc.), when required.
10. Reads and is familiar with the Union contract, and the Employment/Labour, and WCB Standards.

### **Fundraising, Promotion & Marketing:**

1. Produces agency and fundraising initiatives promotional and informational materials and Newsletters.
2. Maintains and updates Association website.
3. Contact/Liaison for the Clothing Bin Fundraising Initiative with Inclusion BC, Value Village & Community Partners.
4. Key contact for Clothing Bin Fundraising Initiative
5. Organizes and implements the Clothing Bin Fundraising Initiative (Including recruitment of community partners as bin hosts or service donations required to maintain the clothing bin initiative, ordering and placing bins & arranging delivery processes and procedures)
6. Coordinates bin pick-up and delivery requirements with scheduling department & community partners (Including 24 hour response to community partner/bin host requests).
7. Produces and maintains a list of all donations and values of donations to the Association for inclusion in the Annual Year End Report and for submission to the auditor. Ensures thank-you cards are sent to all applicable donors.
8. Handles funds for Askew's fundraising initiative.
9. Organizes and executes other fundraising initiatives (including clothing drives) as requested

### **Health & Safety**

1. May participate in the Occupational Health and Safety Committee.
2. Ensures WSCB and CARF standards are met.
3. Responsible for completing all WSBC Preliminary Incident Investigations in conjunction with OH&S worker representative, ensuring that corrective action is assigned and completed, and submitting to the applicable Services Manager (where applicable) for completion of the Full Investigation. Submits completed Full investigations to WSBC.
4. Ensures health and safety standards are met.

### **General Administrative Duties:**

1. Creates summary reports on an ongoing basis
2. Designs and submits reports as required or requested by the Executive Director/designate or funders
3. Pick up, sort and send out administrative mail
4. Keep up to date address and phone list for all Association members.
5. Order all office supplies
6. Any other duties as assigned by the Executive Director

### **Qualifications:**

1. High school education
2. Business college training or equivalent job training
3. Typing 60 wpm using word processor
4. Excellent organizational abilities
5. Must be able to work independently and under pressure
6. Advanced computer skills (including Microsoft Office & database management)

### **Job Skills and Abilities**

1. This position requires the ability to work independently, exercising judgement and initiative.
2. Excellent oral, written, and interpersonal skills
3. Well-developed planning, organizing, controlling and administrative skills





## **Job Title: Team Leader**

*Benchmark Classification: Residence Worker Senior, Grid Level: 12*

**Job Title: TEAM LEADER**

### **Job Summary:**

1. The Team Leader assists the Services Manager, or designate, in providing orientation, training, work direction, and guidance to support workers.
2. Plans, organizes, implements and evaluates residentially or community based social, educational and/or employment supports and activities.
3. Provides guidance to community support, residential staff or contractors.
4. Participates to support Persons Supported in volunteer, community, or social activities.
5. Provides vocational skills training and support to Persons Supported in a designated work setting.
6. Participates in production particular assigned job location.

### **Key Duties and Responsibilities:**

1. Assists the Services Manager, or designate, in providing orientation, training, work direction and guidance to support workers by performing duties such as clarifying association policies, reviewing work, and scheduling support workers. Provides input into support worker performance evaluations.
2. Assists with case management by identifying potential problems and reporting any difficulties. Provides input in the development of appropriate Individualized Service Plans to achieve Person's Supported outcome based goals. Contributes to the evaluation of Person's Supported progress and assists in the preparation of reports.
3. Plans, organizes, implements and evaluates residentially or community-based recreational, social and/or educational activities to meet Person's Supported needs. Facilitates physical, recreational, educational, social and vocational activities. Provides guidance to community support, residential staff or contractors.
4. Encourages and facilitates Persons Supported participation in activities; provides guidance and instructions. Accompanies and/or transports Persons Supported to activities or workplaces.
5. Provides skill-building to Persons Supported such as life skills and social skills; models appropriate behaviour.
6. Provides vocational skills training for Persons Supported in accordance with established goals and plans. Promotes a work-like environment for Persons Supported.
7. Supervises Persons Supported in performing vocational training tasks. Coordinates Persons' Supported involvement in work production. Participates in production.
8. Ensures health and safety standards are maintained. Recognizes, analyzes and deals with potential emergency situations such as aggressive behaviour to minimize potential harm to the Persons Supported and Staff. Responds to emergencies in accordance with established policies and guidelines.



9. Initiates, participates and documents the development of Person Centred Plans. Reviews and evaluates Person's Supported progress and makes adjustments to programs required. Provides feedback and support to Persons Supported.
10. Maintains related records and statistics and produces reports as required. Provides written and/or verbal reports regarding Persons' Supported daily activities and progress. Ensures that all required documentation is complete and accurate.
11. Monitors and supports the general care, safety and well-being of Persons Supported by performing duties such as administering medication in accordance with established policy, assisting with personal hygiene as required, and assisting and participating in meal planning and preparation according to the Canadian food guide as required.
12. Maintain a safe and clean work environment, which may include but is not limited to: housekeeping, cleaning, sanitizing, yard maintenance, snow removal, simple household repairs etc.).
13. Appropriately and safely respond to persons with disabilities that may display unusual, difficult, threatening, or even violent behaviour. (Non-Violent Crisis Intervention training required).
14. Current Non-Violent Crisis Intervention training
15. Performs other related duties as required.

## Additional Job Skills & Requirements

1. Be able to lift weight up to 50 lbs.
2. Perform repetitive tasks and motions.
3. Work Schedule will include on-call work, irregular hours, weekend and evening work.
4. Ensures health and safety standards are met.
5. Valid Level 1 First Aid Certificate
6. Valid BC Driver's License and proof of safe driving record

## Qualifications:

### **Education and Knowledge:**

Certificate in a related human/social service field or equivalent experience as approved by the Executive Director

### **Training and Experience:**

1. Two (2) years recent related experience or an equivalent combination of education, training and experience.
2. Or an equivalent combination of education, training and experience.



## **Benchmark Classification: Employment Counsellor**

### **Wage Grid Level 10**

#### **Job Summary**

Assesses clients' interests, skills, abilities and work readiness. Finds and advises clients of employment opportunities. Supports and provides skill development to clients in areas related to obtaining and retaining employment.

**Hours of Work:** Work schedule will include days, nights and weekends

**Reports to:** Services Manager

## **Key Duties and Responsibilities**

#### **Accreditation & Quality Improvement:**

1. Assesses clients' interests, skills, abilities and readiness as they relate to obtaining and retaining employment and identifies barriers to employment.
2. Finds employment opportunities for clients. Contacts potential employers in order to obtain job leads, promote the program and develop relationships.
3. Provides clients with information on employment opportunities that are compatible with their interests, skills and abilities by analyzing available jobs and identifying specific tasks to match jobs to clients.
4. Provides support and skill development in areas related to obtaining employment such as job search strategies, job application, resume writing and interview skills.
5. Maintains and provides current employment-related information such as labour market information, employment standards regulations and information on other community resources and services.
6. Liaises with community service providers in order to promote the program.
7. Valid Non-Violent Crisis Intervention training
8. Performs other related duties as required.

## **Qualifications:**

#### **Education and Knowledge**

Diploma in a related human/social service field.

#### **Training and Experience**

One (1) year recent related experience or an equivalent combination of education, training and experience.

## **Job Skills and Abilities**

1. Perform repetitive tasks and motions
2. Ensures health & safety standards are met
3. Valid Level 1 First Aid Certificate
4. Violence Prevention Training



## **Job Title: Integrated Community Support Worker & Vocational Support Worker**

**Benchmark Classification: Integrated Community Support Worker & Vocational Support Worker, Grid Level: 10**

### **Job Summary:**

Assists Persons Supported living semi independently with their physical, economic, vocational, recreational, social, emotional and daily life skills development. Assists Persons Supported to achieve the greatest degree of independence and quality of life possible. Provides vocational skills training and support to Persons Supported in a designated work setting. Participates in production to assigned job locations.

### **Key Duties and Responsibilities:**

- ❖ Participates in the assessment, goal setting and program planning such as (Personal Service Plans) for Persons Supported living semi independently. Documents and implements the plan and provides input into the evaluation of the program.
- ❖ Evaluates the needs of Persons Supported and develops short term plans to meet such needs with the active participation of individuals and their families.
- ❖ Assists Persons Supported to function more independently in their own homes and in the community. Assists Persons Supported with daily life skills, social skills and/or behaviour management. Teaches and assists with activities such as personal hygiene, grooming, basic cooking, money management, shopping, household safety and housekeeping, and pet care. Facilitates physical, recreational, educational, social and vocational abilities.
- ❖ Provides vocational skills training for Persons Supported in accordance with established goals and plans. Promotes a work-like environment for Persons Supported.
- ❖ Supervises Persons Supported in performing vocational training tasks. Coordinates Person's Supported involvement in work production.
- ❖ Reviews and evaluates job situations and reports Person's Supported needs, progress, and work performance to the team leader.
- ❖ Schedules work to meet product quality, quantity, and service expectations. Participates in production.
- ❖ Reviews and evaluates Persons' Supported progress and makes adjustments to programme as required. Provides feedback and support to Persons Supported and/or their families
- ❖ Accompanies and/or transports Persons Supported to activities or workplaces.
- ❖ Maintains and provides either written and/or verbal reports regarding Persons' Supported daily activities and progress. Ensures that all required documentation is complete and accurate.
- ❖ Identifies social, economic, recreational, physical, vocational and educational services in the community that will meet Persons' Supported needs. Maintains liaison with other agencies, professionals, government officials and the community.

- ❖ Monitors and supports the general care, safety and well-being of Persons Supported by performing duties such as administering medication in accordance with established policy, assisting with personal hygiene, and assisting and participating in meal planning and preparation according to the Canadian food as required.
- ❖ Maintain a safe and clean work environment, which may include but is not limited to: housekeeping, cleaning, sanitizing, yard maintenance, snow removal, simple household repairs etc.).
- ❖ Appropriately and safely respond to persons with disabilities that may display unusual, difficult, threatening or even violent behaviour. (Non-Violent Crisis Intervention training required).
- ❖ Performs other related duties as required.

## Additional Job Skills & Requirements

1. Be able to lift weight up to 50 lbs.
2. Perform repetitive tasks and motions.
3. Work Schedule will include on-call work, irregular hours, weekend and evening work.
4. Ensures health and safety standards are met.
5. Valid Level 1 First Aid Certificate
6. Valid BC Driver's License and proof of safe driving record

## Qualifications:

### **Education and Knowledge:**

1. Diploma in a related human/social service field or an equivalent combination of education, training and experience.
2. Valid Non-Violent Crisis Intervention training or equivalent.

### **Training and Experience:**

One (1) year recent related experience or an equivalent combination of education, training and experience.



## **Job Title: Community Inclusion Worker**

**Benchmark Classification: Community Support Worker, Grid Level: 10**

### **Job Summary:**

Assists individuals through facilitation to develop personally meaningful community based relationships and opportunities for activities based on shared interests with other community members. Assists the individual to develop their capacity to engage community based resources that can provide assistance regarding their lifestyle needs. Further empowers the individual to develop valued roles and skills that result in an ongoing, independent, interactive presence within their community.

### **Key Duties and Responsibilities:**

1. Works cooperatively and respectfully with the Person Supported including their support network and family to assist them to reach their full potential within the community as an independent individual.
2. Able to establish rapport and an effective working relationship with the Person Supported.
3. Evaluates the Person's Supported abilities, interests and needs to empower the individual to develop goals and strategies that increase and maintain their meaningful involvement with others who share their interests in the community.
4. Coordinates with the Persons' Supported support network - the assessment, goal setting, and planning such as Person Centred Plans for each individual served. Documents and implements the plan and provides input into the evaluation of service efficacy.
5. Investigates what the community has to offer socially and recreationally including community based resources that may be of interest and benefit to the Person Supported. Focuses on inclusive, typical activities that are meaningful to the individual and offer community engagement.
6. Empowers the individual to be independent as possible while maintaining necessary safeguards.
7. Assists the individual to develop their social communication abilities and other related skills to enable continued success and respect interacting with other community members and resources.
8. Encourages and assists the individual to make informed decisions and choices allowing for personal growth and competency developing a meaningful, inclusive lifestyle within their community. This process has a strong focus on personalized exploration of the community resulting in a full awareness of what the community offers.
9. Reviews and evaluates Person's Supported progress attaining goals and related outcomes making adjustments to support services as required. Provides feedback and support to the individual, and their support network that may also include family members.
10. Assists Persons Supported to access activities in the community. Where able helps to establish safe means including public transportation to independently access community based activities.
11. Maintains and provides either written and/or verbal reports regarding the Person's Supported daily activities and progress. Ensures that all required documentation is complete and accurate.

1. Identifies social, economic, recreational, physical, vocational and educational services available in the community that will meet the Person's Supported needs. Maintains liaison with other agencies, professionals, government officials and community based resources.
2. Able to work independently as well as within a team environment.
3. Monitors and supports the general care, safety and well-being of Persons Supported by performing duties such as administering medication in accordance with established policy, assisting with personal hygiene, and assisting and participating in meal planning and preparation according to the Canadian food as required.
4. Maintains liaison with the families of Persons Supported, other community service providers and professionals.
5. Maintain a safe and clean work environment, which may include but is not limited to: housekeeping, cleaning, sanitizing, yard maintenance, snow removal, simple household repairs etc.).
6. Appropriately and safely respond to persons with disabilities that may display unusual, difficult, threatening, or event violent behaviour. Non-Violent Crisis Intervention training required).
7. Current Non-Violent Crisis Intervention training
8. Performs other related duties as required.

## Additional Job Skills & Requirements

1. Be able to lift weight up to 50 lbs.
2. Perform repetitive tasks and motions.
3. Work Schedule will include on-call work, irregular hours, weekend and evening work.
4. Ensures health and safety standards are met.
5. Valid Level 1 First Aid Certificate
6. Valid BC Driver's License and proof of safe driving record

## Qualifications

### Education and Knowledge

Diploma in a related human/social service field or an equivalent combination of education, training, and experience.

### Training and Experience

One (1) year recent related experience or an equivalent combination of education, training and experience.



## Benchmark Classification: Awake Residential Night Worker

### Wage Grid Level 6

#### **Job Summary**

Monitors and attends to the well-being and safety of residents during the night.  
Maintains a comfortable and clean living environment.

**Hours of Work:** Work schedule will include on-call work, nights and weekends

**Reports to:** Services Manager

### Key Duties and Responsibilities

#### **Accreditation & Quality Improvement:**

1. Monitors residents through the night and attends to any medical and behavioural needs that arise during the night.
2. Follow through on direction regarding specific residents left by the day staff.
3. Notifies staff of any major problems or emergencies. Responds to emergencies in accordance with established policies and procedures.
4. Supports residents with their morning and evening routines at the beginning and end of the shift.
5. Ensures that residents follow house rules. Monitors curfew regulations and reports to appropriate authorities as required.
6. Administers medications to residents in accordance with established policy.
7. Ensures that logbooks and other documentation such as charts and incident reports are complete.
8. Secures the building by arming alarms and locking doors and windows.
9. Prepares and assists residents in breakfast preparation.
10. Performs other related duties as required.
11. Appropriately and safely responds to persons with disabilities that may display unusual, difficult, threatening, or even violent behaviour (Violence Prevention training required)
12. Maintain a safe and clean work environment, which may include but is not limited to: housekeeping, cleaning, sanitizing, yard maintenance, snow removal, simple household repairs etc.)
13. Performs other related duties as required.

### Qualifications:

#### **Education and Knowledge**

Grade 12



**Training and Experience**

Six (6) months recent related experience.

Or an equivalent combination of education, training and experience.

**Job Skills and Abilities**

1. Be able to lift weight up to 50 lbs.
2. Perform repetitive tasks and motions
3. Ensures health & safety standards are met
4. Valid Level 1 First Aid Certificate
5. Violence Prevention Training



## Benchmark Classification: Asleep Residential Night Worker

### Wage Grid Level 5

#### **Job Summary**

Sleeps through the night, waking only to attend to unusual circumstances.  
Provides assistance with morning and evening routines.

**Hours of Work:** Work schedule will include on-call work, nights and weekends

**Reports to:** Services Manager

### Key Duties and Responsibilities

#### **Accreditation & Quality Improvement:**

6. Sleeps through the night hours but is required to wake in order to attend to unusual night-time needs that arise with the residents.
7. Supports residents with their morning and evening routine such as washing, brushing teeth, combing hair and assisting the residents in the preparation of their breakfast.
8. Administers medication to residents in accordance with established policy.
9. Appropriately and safely responds to persons with disabilities that may display unusual, difficult, threatening, or even violent behaviour (Violence Prevention training required)
10. Responds to emergencies in accordance with established policies and procedures.
11. Completes related records such as log books, charts and incident reports.
12. Secures the building by arming alarms and locking doors and windows.
13. Maintain a safe and clean work environment, which may include but is not limited to: housekeeping, cleaning, sanitizing, yard maintenance, snow removal, simple household repairs etc.)
14. Performs other related duties as required.

### Qualifications:

#### **Education and Knowledge**

Grade 12

#### **Training and Experience**

Three (3) months recent related experience or an equivalent combination of education, training and experience.

### Job Skills and Abilities

1. Be able to lift weight up to 50 lbs.
2. Perform repetitive tasks and motions
3. Ensures health & safety standards are met
4. Valid Level 1 First Aid Certificate
5. Violence Prevention Training



## **Job Title: Program Support Assistant (Summer Student)**

**Benchmark Classification: Unclassified (Student)**

### **Job Summary:**

1. Researches associations and community activities that have public participation to expand opportunities for persons supported to participate in community life.
2. Enters Data into database from source.

**Reports to:** Services Manager or designate.

### **Key Duties and Responsibilities:**

1. Researches and identifies opportunities for Persons Supported to have access to and become involved in generic services and to participate with informal/unpaid supports that are or could be linked to the persons supported goals.
2. Builds links with identified community groups to promote community inclusion supports.
3. Assists SACL staff to facilitate community oriented activities.
4. Maintains related record and statistics and produces reports as required.
5. Enters data into databases from source documents.
6. Produces reports from databases as required by organizing information, compiling data, designing format and printing reports.
7. Monitors and supports the general care, safety and well-being of Persons Supported by performing duties such as administering medication in accordance with established policy, assisting with personal hygiene, and assisting and participating in meal planning and preparation according to the Canadian food as required.
8. Maintains liaison with the families of Persons Supported, other community service providers and professionals.
9. Maintain a safe and clean work environment, which may include but is not limited to: housekeeping, cleaning, sanitizing, yard maintenance, snow removal, simple household repairs etc.).
10. Be able to lift weight up to 50 lbs.
11. Perform repetitive tasks and motions.
12. Appropriately and safely respond to persons with disabilities that may display unusual, difficult, threatening, or event violent behaviour. (Non-Violent Crisis Intervention training required).
13. Work schedule will include on-call work, irregular hours, weekend and evening work.
14. Ensures health and safety standards are met.
15. Performs other related duties as required.

The PSA will be supervised by SACL staff/team leader at all times. Under no circumstances will a PSA work with Persons Supported in an unsupervised location.

***Program Participant requirements:***

- 1. Between the ages of 15 and 30**
- 2. Must be a full-time student prior to hiring and in the following school year**

***Education and Knowledge:***

Post –secondary student enrolled in Human Services, Psychology or Business Administration.