



Direct Care Worker – Residential Programs

Reporting to:

Residential Supervisor

Summary:

Under the leadership of a Residential Program Supervisor, supervise a group of up to eight youth with identified mental health issues and behavioral difficulties in a residential treatment setting, ensuring their physical, emotional and mental well-being by maintaining a safe environment, developing supportive professional relationships, building on client strengths, promoting growth through teaching and modeling new and/or more effective adaptive skills.

Competencies:

- Adaptability - adapts and responds to changing conditions, priorities, technologies and requirements including intense and stressful situations
- Client focused - provides superior service to clients including youth and their caregivers
- Communication - expresses and transmits information verbally and in writing with consistency and clarity dealing pleasantly and effectively with a wide range of people of different ages, ethnicities and cultures in potentially emotionally charged situations
- Cultural Sensitivity - promotes an inclusive environment
- Problem Solving - able to analyze situations, identify key issues, develop and implement practical solutions in complex situations and mitigate safety concerns using the available tools and information to support decisions and solutions
- Professionalism - demonstrates professional standards of conduct
- Results Oriented - able to focus on desired outcomes and the means by which they are achieved
- Teamwork - works cooperatively and effectively with others and participates actively in group activities fostering a team environment
- Flexibility; able to respond appropriately to changing working conditions and scheduling

Job Duties:

- Create and maintain a normalized living environment that is safe and secure
- Provide consistent structure with reasonable expectations
- Respect and protect the rights of clients, including privacy, dignity, independence, autonomy and self-determination and the choice and practice of individual values, beliefs, religion, and cultural practices
- Maintain appropriate personal boundaries

- Maintain professional appearance, demeanor, and attitude at all times
- Model and encourage the development of adaptive skills including anger management, conflict resolution and problem solving
- Encourage open communication, listen, encourage, nurture and validate feelings
- Support the implementation of service plans and report progress
- Implement safety plans and de-escalate and contain serious maladaptive behavior to ensure all clients and staff are safe and to limit destruction of property using Understanding and Managing Aggressive Behavior techniques
- Act as an advocate for youth as necessary
- Dispense medications following proper procedure and reporting requirements
- Support clients and their teacher in the residentially based classroom
- Participate in recreation, craft and social activities which may involve transporting clients
- Record information using logs books, write reports, track petty cash expenditures
- Maintain professional appearance, demeanour, and attitude at all times
- Report any known or suspected incidents of abuse to the proper authorities
- Work cooperatively with collateral agencies
- Perform household duties including grocery shopping, cooking, laundry, minor repairs, decorating with and for clients

Job Requirements:

- Diploma in a Child and Youth Care, Social Service or Human Services Worker program from a provincially recognized college or an equivalent as determined by the agency using the OCSWSSW Registered Social Service Worker equivalents
- Related experience and ability to work with children, youth and their families/caregivers
- Clear police check and vulnerable sector screening
- Valid Class G driver's license with a clear driving abstract
- Valid UMAB, CPR and First Aid Certification

Working Conditions:

- Work hours and schedules set by the Supervisor and as described in the Collective Agreement including days, afternoons, nights, weekends, and statutory holidays
- Perform work in various program settings including the residential setting, agency vehicle, classroom, or in the community
- Use an agency credit card retaining and submitting receipts
- Drive agency vehicle as necessary

- Maintain certifications in UMAB and Standard First Aid/CPR
- Attend and participate in team meetings, in-service trainings, and professional development opportunities
- Participate in supervision as well as annual performance reviews
- Intermittent physical activity including walking, standing, sitting, lifting, and supporting clients

The above job description reflects the major aspects of the job and shall not be construed as a detailed description of all work requirements inherent in the job. All positions may be assigned other job related duties as required from time to time.