



SUPPORTIVE LIVING  
DAYTIME PROGRAMS

## Support Worker Position Description

### GENERAL ACCOUNTABILITY

The Support Worker shall be directly accountable to their Home Team Leader and Home Supports Coordinator; the Support Worker is indirectly accountable to the COR Executive Director. He/She shall be directly accountable for providing the upmost quality support to the persons supported by COR, working together with their team and Home Team Leader to ensure individual goals and objectives are met. Specifically, the Support Worker is responsible to:

- Provide direct support in a manner consistent with COR philosophy and individualized support plans;
- Follow through on team decisions, support plans and direction from their Home Team Leader and/or their Home Supports Coordinator;
- Participate in the development, support and delivery of personalized plans for the individuals served, including attendance in meetings, as requested;
- Develop strong, positive relationships with the persons served, family members, COR employees and external organizations involved with the individuals served;
- Participate in option development for individuals served;
- Attend all trainings, team meetings, etc., as required, and/or requested.

### NATURE AND SCOPE

This position reports directly to their Home Team Leader. There may be between 4-10 full or part-time positions on the support team; a team approach to providing high quality, person centered support is essential.

Respectful working relationships must be developed and maintained with the individuals served, their network (family members, friends, personal networks) and other team members of COR. Good external relations must be developed and maintained with CLSD Community Service Workers, health-care professionals, organizations and community contacts, including employers.

The most important decisions of the Support Worker relate to the quality of life and support provided to the persons served, particularly:

- Ensuring the support provided is of high quality and in harmony with planning, COR philosophy and Gentle Teaching;
- Always working towards the individuals overall satisfaction. The Support Worker understands that **he/she is coming into the home/life of individuals served by COR**. Recognition of this must remain foremost in our minds. We must therefore respect an individual's wish in their service provision within the parameters of safety and quality of life. These parameters must be decided at the team level with the support of the individual, family/personal network, funding bodies and community supports (where available).



## PRINCIPAL FUNCTIONS AND ACCOUNTABILITIES

1. Provides direct support and lifestyle planning consistent with COR beliefs, values and Gentle Teaching.
2. Provides direct support to individuals relevant to personal plans and contract expectations.
3. Provides direct support that reflects Gentle Teaching principles, in that:
  - **Intent is not on changing others, but in changing ourselves;**
  - Support is always focused on teaching the individuals served to feel safe and loved, and to become more loving and engaged;
  - Positive use of the four 'tools' of Gentle Teaching in everyday support (hands/touch, eyes, words and presence).
4. Support to individuals includes:
  - Participation in ongoing evaluation of satisfaction of individuals served;
  - Assisting individuals in personal problem solving or decision making;
  - Providing assistance to individuals in completing their personal responsibilities (i.e.: cleaning and preventative home maintenance);
  - Sharing and/or developing ideas for community involvement/employment;
  - Participating in Quality Service Summaries (QSS) and Mid-Year Review meetings and maintaining a familiarity with individuals plans, goals and team decisions regarding support approaches;
  - Participation in team meetings and providing input, suggestions or ideas;
  - Liaises and cooperates with each persons home or day program concerning an individuals issues, needs or desires;
  - Administration of medication (as required) in a manner consistent with COR policy and procedures;
  - Liaises with health care professionals (as needed) regarding an individual's needs;
  - Maintaining valid First Aid and CPR (Level C) certification and be willing to provide First Aid assistance if necessary.
5. Team Work:
  - Maintains open and honest communication on a regular basis with their Home Team Leader and/or Home Supports Coordinator, individuals supported, their families, CLSD Community Service Workers, support networks and COR employees;
  - Participates in team evaluations by completing performance reviews when requested;



- Completes all required administrative paperwork (i.e.: reports, tracking, notes, etc.);
  - Provides support consistently as scheduled.
6. Ensures that all matters relating to the support and care provided to the individual(s) served by COR are treated with the utmost confidence and not discussed with people outside the support team of the individual.

The above statements reflect the general details considered necessary to describe the principal functions of the job and shall not be construed as a detailed description of all the work assignments that may be inherent in the job.

### **PREFERRED QUALIFICATIONS**

- Prior experience providing direct “hands on” support with people experiencing disability is an asset.
- Related post-secondary education is an asset.
- Direct experience with, or knowledge of, Gentle Teaching is an asset.
- Excellent organization, communication and problem solving skills.
- Interpersonal and public relations skills are essential.
- A working knowledge of the following:
  - Crisis prevention and intervention techniques
  - Servant Leadership
  - Augmentative or alternative communication skills
  - Intellectual and/or developmental disability
  - Mental Health awareness

It is essential that the person in this position understands the impact of individually oriented support initiatives for each person served. The person in this position should demonstrate creativity and common sense when serving people.