JOB DESCRIPTION

AGENCY:
Through unique services tailored to individual strengths and needs, PLEA helps children, youth, adults and families who face significant challenges lead fulfilling lives within their communities.

JOB TITLE:  
Adult Support Worker – FolkStone Family Care Homes

CLASSIFICATION:  
Activity Supervisor

JOB SUMMARY:  
The residents who access this program are adults who have complex personal and social needs that require a heightened level of support, health care, medical supervision and specialized services. The incumbent is responsible for providing support to residents including planning and implementing a range of activities that are aligned with the goals identified in their service and nursing plans, recognize their individual strengths, preferences and circumstances, and support their healthy development, and sense of success and well-being. Provides support to Family Caregivers as directed, and responds to critical incidents.

REPORTS TO:  
Program Manager

LOCATION:  
Lower Mainland travel is required

STATUS:  
Regular full time/half time included within the BCGEU/PLEA Collective Agreement

KEY DUTIES AND RESPONSIBILITIES:

1. Assists the Services Coordinator and Program Manager in meeting the objectives of the program. Develops and implements appropriate plans, goals and activities for the residents. Enhances and stabilizes placements by providing intensive support to residents and assisting the Family Caregivers as directed.

2. Provides close supervision and support in the community that will assist residents to achieve their individual goals (as identified in their service and nursing plans), strengthen their protective factors, improve their behavior and integration within the household, and increase their participation in community activities.
3. Implements interventions that address the complex personal, social and healthcare needs of the residents, and recognize the contextual dynamics they are experiencing. Provides opportunities to access available resources in the community that will enable and encourage the residents to develop the necessary educational, personal, social, vocational and self-advocacy skills.

4. Maintains on-going positive relationships with Family Caregivers and participates as part of the team responsible for improving the quality of life for residents, addressing their individual strengths, needs, abilities and preferences consistently, and supporting their healthy development.

5. Develops collaborative relationships with residents’ family/caregivers, significant others and informal support systems to maintain and strengthen these connections.

6. Engages the residents in acceptable recreational and social activities in the community that will encourage new interests, strengthen their resilience, develop their interpersonal communication skills, and support their involvement in their culture to strengthen their sense of identity. Teaches life skills and community survival skills, provides emotional support, and models acceptable behaviour.

7. Responds to critical incidents and emergencies in current placements. Recognizes potential crises, analyzes such situations accurately, implements strategies to deal with them, and informs the manager when such situations arise. Provides on call and duty coverage for the program.

8. Maintains necessary resident and program reports and statistics. Ensures that all records, reports and documentation pertaining to service delivery are accurate, complete and in compliance with PLEA’s policies and procedures.

9. Establishes strong connections to the community, including maintaining close working relationships with a variety of resources, and formal and informal service providers.

10. Adheres to all policies and procedures established by PLEA, and meets the performance expectations of the position in a manner that demonstrates compassion and respect for all persons served. Exercises the responsibilities of the position in a manner consistent with the philosophical approach and mandate of the program.

11. Flexible hours outside of normal working hours and/or hours of work that includes days, evenings, weekends on a rotational schedule as directed.

12. Performs other related duties as required.

ADDITIONAL INFORMATION:
PLEA services are not designed to address mainstream needs, but are intended for children, youth and adults who are experiencing serious difficulties in their lives, have multiple needs, and require specialized supports. We utilize personally tailored strategies to assist them to live their lives as normally, successfully, independently and safely, in their own communities, as their personal needs and circumstances allow.
This position is required to work in stressful environments often dealing with individuals in crisis. They have a variety of complex personal, health and social support needs including aggressive behavior, addictions, mental illness, autism, dementia and FASD. The ability to work independently with individuals on an outreach basis in the community, frequently under pressure while managing multiple concurrent activities, including managing emergencies, is an ongoing expectation of this position. Direct delivery of service will require a moderate level of physical fitness in order to carry out the duties of this position effectively.

QUALIFICATIONS:
Education, Training and Experience:

1. A Bachelor of Arts in the social sciences, human services, health or a related discipline.
2. At least one (1) year recent experience working in programs with individuals who have complex personal, social, and healthcare needs and are living with developmental disabilities, an acquired brain injury, FASD, dementia and mental health issues, and their families/caregivers.
3. Demonstrated proficiency in Microsoft Windows, Microsoft Office, and familiarity with database programs.
4. A valid B.C. Driver’s License.

Job Skills and Abilities:

1. Well-developed interpersonal communication, counselling and conflict management skills, including a demonstrated ability to prepare accurate written reports.
2. Demonstrated ability to work effectively with others; enjoys the company of adults who are living with developmental disabilities, an acquired brain injury, FASD, dementia, and other mental health issues, and can implement effective behaviour management strategies.
3. Demonstrated ability to develop supportive relationships with residents and their families/caregivers who may be reluctant to engage, and to be sensitive and understanding of their social realities including issues of race, religion, culture, gender identity, sexual orientation, poverty and lifestyle.
4. Demonstrated ability to develop strong collaborative relationships, work effectively as part of a team with other program staff, and with others in the community including professionals, collaterals, and families/caregivers, informal supports and community members; use good judgment, manage conflicts constructively, work independently and be accountable for results.
5. Familiar with an individualized service and nursing plan approach to providing care.
6. Knowledge of theories, principles and best practices in the field of providing effective care services to individuals who have complex personal, social and health care needs in a community based residential program.

7. Excellent organizational, time and general management skills.

SECURITY CLEARANCE:
This position is sensitive in that it requires a high degree of trust and is directly and indirectly involved with the care of children, youth and adults who are vulnerable. The position deals with confidential information and requires that the incumbent be highly trustworthy. A criminal record check must be undertaken. No offer of employment will be made prior to the granting of security clearance.

PLEA is committed to creating a diverse environment and is proud to be an equal opportunity employer. We welcome applications from all qualified individuals. PLEA’s hiring policy is to recruit and select the best applicant for employment solely on the basis of their qualifications for the position, without regard to race, colour, ancestry, place of origin, religion, gender identity or expression, sexual orientation, disability or age.

Multilingual skills and multicultural competence are assets.

Some positions include a requirement for same-gender case assignment.