



JOB SPECIFICATIONS – SUPPORT WORKER 1

Approved by: M. Boyd, Executive Director

Date Approved: November 16, 2005

QUALIFICATIONS

EDUCATION

- High School Diploma

RECENT AND RELEVANT EXPERIENCE

- Minimum one (1) years recent and relevant experience
- Ability to relate to people in a respectful manner
- Proven consistency in work performance including reliability and flexibility

KNOWLEDGE AND SKILLS

- Basic understanding of computer skills
- Knowledge of a person centred approach to supporting people
- 1st Aid, CPR
- Reliable transportation and a valid Ontario driver's license
- CPI certification (Crisis Prevention Institute) (site specific)
- Familiar with the Occupational Health and Safety Act

DEMONSTRATED ABILITIES

- Ability to relate to the people being supported
- Ability to perform the requirements of the position
- Ability to deal with confidential and sensitive personal information
- Demonstration of behaviours related to the following core competencies, initiative, team building, written and spoken communication, leadership, creativity, perceptivity, organization, planning, coping and interpersonal skills.

COMPETENCIES

Initiative: Able to take the first step(s) in a given situation without needing to be prompted by others to do so. Able to identify and report to the Manager any situation which may or does contravene the Occupational Health and Safety Act.

Team Building: Able to work with people in such a manner as to build high morale and group commitments to goals and objectives.

Written and Spoken Communication: Able to write clearly and effectively; present ideas and to document activities; to read and interpret written information. Able to clearly present information through the spoken word; influence or persuade others through oral presentation in positive or negative circumstances; listen well. Asks direct and simple questions of the supported people pertaining to their likes, dislikes, wants, that result in clear and specific understanding of what the person wants in order to achieve a co-operative relationship.

Leadership: Able to influence the actions and opinions of others in a desired direction; to exhibit judgement in leading others to worthwhile objectives. Respects confidentiality.

Creativity: Able to develop unique and novel solutions to problems; use intuition and a new way of thinking to give life to new ideas; to present information in an attention-getting and interesting way.

Perceptivity: Able to interpret verbal and non-verbal communication; to develop accurate perception and understanding of other's feelings, needs, values, and opinions; to be sensitive to and aware of personality difference and conflicts. Demonstrates respect for person's privacy. Flexible and adaptable to the supported person's care and wishes as it pertains to their daily needs. Views issues from the supported person's perspective. Demonstrates empathy to the supported person at all times.

Organization and Planning: Able to organize or schedule people or tasks; to develop realistic action plans while being sensitive to time constraints and resource availability. Arrives at the workplace sufficiently in advance of the start of the shift to obtain information about care requirements and the supported person's status.

Coping: Able to maintain a mature problem-solving attitude while dealing with interpersonal conflict, hazardous conditions, personal rejection, hostility or time demands. Follows prescribed emergency procedures when required and then immediately notifies Manager/Supervisor. Despite personal differences never imposes personal likes and dislikes on the supported person. Uses an appropriate and sensitive sense of humour to alleviate tension between his or herself and the supported person

Interpersonal skills: Must treat everyone with compassion, dignity and respect. Interpersonal skills may also be required to promote participation and understanding and to secure co-operation, often in difficult circumstances.

ESSENTIAL DUTIES

- Lifting up to 22kg (50 lbs)
- Pushing
- Bending
- Pulling
- Carrying
- Stretching
- Use of assistive devices
- Walking for extended periods
- Standing for extended periods
- Sitting for extended periods
- Driving a motor vehicle

WORKING CONDITIONS

- Personal Care
- Working hours are flexible and are in response to supported people's needs
- Multiple locations of work
- Exposure to communicable diseases
- May be required to apply supportive interventions

DISCLAIMER

Because of the changing nature of work and the work to be done, the job specifications may be changed or be altered as required.