
JOB TITLE:	DIRECT SUPPORT WORKER
SALARY BAND:	SALARY BAND D2
SERVICE AREA:	COMMUNITY HOMES FOR CHILDREN
REPORTS TO:	COORDINATOR
DIRECT REPORTS:	N/A

JOB SUMMARY

The team works to facilitate positive changes for the children and their families by creating a culturally appropriate therapeutic milieu which responds in a mutually respectful manner to the child's physical, intellectual, spiritual and emotional well-being.

ORGANIZATION COMPETENCIES

It is expected that all staff, volunteers and students at New Directions act in a manner that is consistent with commitments to:

- **New Directions' organization values and "The Way We Work", i.e.:**
 - **Integrity:** acts with honesty and sincerity.
 - **Honour:** recognizes the strengths of people and community.
 - **Holism:** acknowledges emotional, spiritual, physical, intellectual, environmental and cultural aspects of people with whom we work.
 - **Respect:** shows consideration for all people (participants, families, staff).
- **Valuing cultural and ability diversity, representation and inclusion. i.e.:**
 - Behaviour is consistent with supporting de-colonization and practices to rectify oppression with relevant cultural groups.
 - Provides person-centred supports that are consistent with what has been identified as being important to and for each individual.
 - Participates in activities to increase knowledge and awareness of diverse cultural groups in our community and of people that have diverse abilities.
 - Transfers knowledge and awareness into behaviours and expectations recognized as appropriate by members of identified cultures and by people with lived experience.
 - *For Leadership: Values diversity, representation and inclusion in staffing complements as well as supports for individuals.*
- **Professional ethics and accountability. i.e.:**
 - Maintains confidentiality in accordance with organization standards and Freedom of Information and Protection of Privacy Act (FIPPA) and Personal Health Information Act (PHIA) legislation.

- As part of the team, help provide for the safety of self, co-workers, and individuals we support throughout the organization by assessing potential risk situations and identifying/strategizing solutions with supervisors and authorities as required.
- **Continuous professional self-development. i.e.:**
 - Analyzes own performance to understand positive experiences and challenges.
 - Receives and applies feedback from others on own performance.
 - Participates in ongoing core competency development and improvement.
 - Actively seeks opportunities to enhance understanding of the organization and services outside of their own area.
 - Stays informed of best practices for one's profession and remains open to integrating new practices and emerging technology into current work.
- **Effective internal and external relationship building while representing New Directions. i.e.:**
 - Maintains a person-centered approach in all relationships.
 - Maintains and fosters a spirit of teamwork and cooperation with staff and others.
 - Communicates and liaises effectively with management and staff.
 - Works cooperatively and collaboratively with other service areas and staff as well as other agencies, schools and community groups.
 - Maintains appropriate public relations.
 - Demonstrates leadership in organizational development by undertaking committee work, special projects, etc.

JOB RESPONSIBILITIES

DIRECT SERVICE WORK

- Builds positive, respectful and non-judgmental relationships with children and their families.
- Responsible for counseling, problem solving and debriefing; the program delivery is based on a positive relationship between staff, children and their families with a holistic view of all systems connected to the child and family.
- Carries out treatment and goal plans for children and their families, as per team and staff meetings.
- Responds to children's aggressive, acting out behaviour, in accordance with Nonviolent Crisis Intervention strategies, which may include restraint. Handles crisis situations in a professional manner in accordance with New Directions' guidelines.
- Arranges, carries out and participates in recreational activities with the children.
- Teaches, models and encourages socially acceptable behaviour.
- Provides instruction, coaching and guidance to the children to carry out their daily routines, life skills, day program, etc.
- Liaises with family, other professionals, the school system, social workers, and community.
- Cooks, cleans, maintains the staff center, drives, etc. in accordance with the program, licensing and legal standards, as well as center responsibilities.
- Distributes, documents and administers medication to the children as required.
- Demonstrates awareness of self, background, values, and understands how this affects work and is able to demonstrate same in work with children.

- Attends medical, dental, optical and therapy appointments and documents outcomes per licensing standard forms.
- Attends meetings, Individual Program Plan (IPP), school, family, team, etc. as required.

TEAM RESPONSIBILITIES

- Participates as a member of the team, taking initiative and assuming responsibility, contributes constructively at staff meetings.
- Maintains and fosters teamwork and cooperation with fellow staff and others.
- Operates as part of a team and shares decision-making, duties and communicates effectively while on shift.
- Attends, participates and records minutes at team meetings.
- Handles crisis and emergencies according to protocol.
- Trains and directs casual staff, new staff and students.

ADMINISTRATIVE AND DOCUMENTATION

- Completes all documentation per licensing and New Directions requirements: individual logs/daily recordings/charts, appointments, contact with family and other professionals, incident reports, other documents (allowance, restitution, clothing, contracts, file audits, fire drill log and monthly checklist, maintenance reports, menus, vehicle reports, IPP reports, etc.)
- Handles and records cash relating to participant expenditures.
- Is knowledgeable and aware of contents of Dexter Manual.

CENTRE MAINTENANCE

- Maintains the Centre's physical plant, yard and other buildings.
- Responsible for other center activities: household shopping, cleaning, maintenance, fire drills, food preparation and storage, minor repairs, maintaining Centre equipment, furnishings, etc., as assigned.
- Completes tasks assigned to shift.

PROFESSIONAL RESPONSIBILITIES

- Undertakes professional development related to job.

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