



**Job Site:** Crescent House

**Job Description:** Casual Support Worker

**Effective:** January 1, 2007      **Revised:** Thursday, January 31, 2008

**Reports to:** Crescent House Manager

**Wage Rate:**

Classification		Date of Certification	April 1, 2008	April 1, 2009	April 1, 2010
Support Worker (Day time)	Step 1	14.64	15.23	15.54	15.85
	Step 2	15.50	16.12	16.45	16.80
	Step 3	16.36	17.02	17.36	17.71
	Step 4	17.22	17.91	18.27	18.64
Over Night Asleep Support Worker	Step 1	12.55	13.06	13.32	13.59
	Step 2	13.29	13.83	14.10	14.38
	Step 3	14.03	14.59	14.88	15.18
	Step 4	14.76	15.36	15.67	15.98

Step 1	0 - 2000 hours worked
Step 2	2001 - 4000 hours worked
Step 3	4001 - 6000 hours worked
Step 4	6001 hours worked or more
Hours worked includes:	
1.	Hours worked in a classification by the employee,
2.	Hours of paid vacation,
3.	Paid holidays,
4.	Paid union leave up to twenty (20) days per calendar year.

**Function:** Welcomes clients, identifies their immediate needs, offers orientation, including a review of house rules and boundaries and any rules specific to the client's personal care plan as outlined by their Case Worker. After admittance to the program provides clients with first aid, clear relevant information, emergency clothing, nutrition, rest, and emotional support.

**Qualifications:**

**Education:**

1. First aid level 1
2. Foodsafe
3. Mental Health Worker certificate or equivalent combination of education, training, and experience.
4. Suicide prevention and crisis intervention training an asset
5. Motivational Interviewing training is an asset

**Skills:**

1. Demonstrates strong and healthy boundaries
2. Communicates well verbally and in writing



3. Proficient at time management and organization including the ability to prioritize and multitask
4. Knowledge of group dynamics and street culture
5. Works as a member of a team
6. Understands and practices self-care
7. Demonstrates professionalism, including the understanding and practice of professional ethics
8. Possesses basic knowledge of theories, principles, and practices in the field of mental health and addiction services
9. Ability to maintain calm demeanor when faced with challenging behaviors

**Additional Information:**

Required to work independently with up to 6 clients who may exhibit a wide range of behaviors and experience emotional distress. Direct delivery of services may require a moderate level of physical fitness.

**Requirements:**

Must pass criminal records check, take the New Media Learning On-Line Training courses entitled Preventing Sexual Harassment and Preventing Employment Discrimination, and sign and comply with the following:

- ICCS confidentiality pledge
- ICCS professional conduct agreement
- ICCS acknowledgement of policies

Attendance at monthly staff meetings and participation in program reviews is not required but recommended.

Membership in BCGEU (union) is mandatory for all employees completing 30 days of probation.

**Duties:**

Because Casual Support workers can be called to work either night-time or day-time shifts, both sets of duties are listed below:

Support Worker - Days

- 1) Sign in logbook, read and initial previous communication.
- 2) Check bed report for new intakes and read all new information.
- 3) Ensure the safety and security of the residence.
  - a. Do rounds of house and safety checks.
  - b. Do random checks of house during shift.
- 4) Intake clients.
- 5) Set up appointments, for clients with the resident worker.
- 6) Interact and communicate with residents (do not isolate yourself from residents).
- 7) Prepare daily meals and snacks in accordance with established menu.
  - a. Ensure Food Safe practices are followed.
  - b. Ensure cleanliness of kitchen and food storage areas.
- 8) Ensure cleanliness of residence area
- 9) Encourage the participation of clients in household cleaning duties
- 10) Listen to clients and offer professional kindness.
  - a. Professional kindness includes healthy boundaries and confidentiality.
  - b. Professional kindness includes listening and repeating what the client has said back to them.



- c. ICCS employees are not employed to be counsellors. If clients have counselling needs encourage them to talk to their team.

11) Fill out incident reports as required

12) Other duties as assigned by Program Supervisor/Director.

Lights out at 11:00 p.m.

Room check between 11:00-12:00am.

Back gate locked at 10p.m and opened at 9:00 a.m.

Support Worker - Nights

- 1) Be onsite during the evening shift from midnight to 8:00 am.
- 2) Ensure the safety and security of the residence.
  - a. Do rounds of house and safety check before retiring
  - b. Be ready to wake in case of night-time emergency
  - c. Do a safety and security check before end of shift
- 3) Fill out incident reports as required
- 4) Convey relevant communication in logbook
- 5) Other duties as assigned by Program Supervisor/Director.

**Approved by:**

---

Richard Powell  
Policy and Publications Officer