



**Support, every step of the way**

**EXTERNAL JOB POSTING**

**Job Title:** Client Care Worker

**Program:** Special Care Unit

**Posting Date:** January 12, 2018

**Status:** Permanent, full-time, Union

**Job Posting #:** 891

**Effective Date:** ASAP

**Posting Closing:** January 19, 2018 @4PM

**Location:** 52 Catharine St. North

**Purpose:** Within a multi-disciplinary team program this position provides therapeutic and recreational services to individuals experiencing homelessness and living with acute alcohol dependency and related health issues and/or mental illness. Services are provided in a residential managed alcohol program which operates 24 hours per day; 7 days per week using a harm reduction approach.

**Duties**

1. Collaboratively and efficiently work within a multi-disciplinary team of health and social service professionals using a strengths-based, client-centered approach to service delivery.
2. Perform case management and assist with program engagements, assessments, treatment / discharge planning, and appropriate referrals of clients to facilitate client movement through the program and connection to both other Wesley programs and appropriate community resources.
3. Administer medications and appropriately document distribution, according to the established program protocols.
4. Administer alcohol and appropriately document distribution, according to the established program protocols.
5. Actively engage individual clients to assess their readiness, motivation and confidence to move through change, ensure residential stability and safety within the program.
6. Meals
  - a. Participate in meal and menu planning consistent with nutritional guidelines;

- b. Prepare and serve meals while encouraging resident participation in support of life skills training;
  - c. Ensure kitchenette and dining room are kept clean according to Public Health standards and requirements.
7. Assist with bottling of beer, making and purchasing of wine and other food or program supplies as approved.
8. Ensure maintenance of program supplies and movement of materials and food according to program requirements.
9. Document and input information, in individual client files and all program communication logs and information sheets, manually and in the Client Outcome Tracking System.
10. Respond according to program protocols to emergency or crisis situations.
11. Identify and communicate through appropriate channels any trends, activities, concerns and/or changes in the program.
12. Manage and deliver programs and activities for clients.
13. Assist clients with personal hygiene, as necessary.
14. Coordinate service delivery with internal and external service providers as required.
15. Ensure accurate statistics, timesheets, incident reports and other paperwork are completed and submitted according to established deadlines.
16. Attend and participate in all relevant staff meetings and training opportunities as required.
17. Assist with training and orientation activities for new staff, volunteers and/or students.
18. Provide coverage for other employees on shift, as required.
19. Other duties as assigned.

**Qualifications:**

1. Post secondary degree/diploma in Social Services or relevant equivalent.
2. Minimum of 2 years experience, effectively working with marginalized populations experiencing homelessness and a demonstrated ability to form rapport with target population.
3. Demonstrated knowledge and understanding of harm reduction, addictions, mental health.

4. Experience providing client-centered services within a multi-disciplinary team of providers.
5. Excellent communication and documentation skills.
6. Must be willing and able to work flexible hours in support of a 24 hour per day / 7 day per week program.
7. Nonviolent crisis intervention certification, first aid certification and Mental Health First Aid certification are required.

## **Competencies**

### Customer Service

1. Builds constructive relationships characterized by a high level of acceptance, cooperation and mutual respect;
2. Helps to create and contributes to a work environment that embraces and appreciates diversity;
3. Values and respects the internal and external customers to the organization.

### Accountability

1. Takes personal responsibility for the quality and timeliness of their work, and team work;
2. Believes, respects and adheres to the vision, mission and values of Wesley Urban Ministries.

### Commitment

1. Demonstrates an understanding of Wesley Urban Ministries Mission, Vision and Values through service delivery approach;
2. Acts with integrity;
3. Demonstrates a knowledge of the code of ethics of working in social services;
4. Adapts to changing program requirements, conditions and work responsibilities.

Interested applicants please send resumes including cover letter to: [hr@wesley.ca](mailto:hr@wesley.ca)

Wesley Urban Ministries is an equal opportunity employer which embraces diversity. We encourage applications from all qualified applicants. Only candidates selected for an interview will be contacted. No phone calls please. More information about Wesley can be found on our website at [www.wesley.ca](http://www.wesley.ca). Job applicants requiring accommodation to participate in the hiring process should contact the Human Resources Department at [hr@wesley.ca](mailto:hr@wesley.ca).