



## Support, every step of the way

### EXTERNAL JOB POSTING

**Job Title:** Client Care Worker

**Program:** Dual Diagnosis

**Posting Date:** February 12, 2018

**Status:** part-time; permanent; union

**Job Posting:** # 913

**Effective Date:** ASAP

**Posting Closing:** February 20, 2018 @4PM

**Note:** **Part-Time shifts are rotating 12 hour shifts including overnight shifts**

**Purpose:** Within a multi-disciplinary team, actively provide support and therapeutic services to individuals living with a dual diagnosis, and or Autism Spectrum Disorder. This position will be a collaborative approach with other agencies in a residential team. We are looking for a highly motivated staff who will act as a liaison and a community representative on behalf of Wesley Urban Ministries. To enrich the quality of life, promote full meaningful inclusion in the community.

**Duties:**

1. Provide specialized and individual services to individuals with complex special needs, behavioural and mental health challenges including Autism Disorder and dual diagnosis in all aspects of their daily living, including personal care. Social and household skills and community inclusion.
2. Follow the Behaviour Support plans and Daily Activity Schedules.
3. Collaboratively and efficiently work within a multi-disciplinary team of health and social service professionals.
4. Work effectively within a strengths based client –centered approach to service delivery.
5. Assist with program engagements, assessments, care planning and appropriate referrals of clients to facilitate client movement through the program and connection to community resources.
6. Administer medications and appropriately document distribution, according to the established guidelines of the program.
7. Actively engage individuals to assess their readiness, motivation and confidence to move through change, ensure residential stability and safety within the program.
8. When appropriate and required, interact with internal and external service providers.
9. Process medication orders and consult with pharmacy as needed.
10. Respond to client needs, providing assistance and resources the program can provide.
11. Participant in meal planning (menus) consistent with nutritional guidelines, maintenance of

- food supplies and all other program supplies.
12. Document and input information, in individual client files and all program communication logs and information sheets, manually and in the Client Outcome Tracking System.
  13. Abide by the health and safety policies of Wesley Urban Ministries.
  14. Quality Assurance Measures (QAM).
  15. Promoting Professional Relations and Teamwork.
  16. 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. Experience providing client-centered services within a multi-disciplinary team of providers.
4. Excellent communication and documentation skills
5. Must be willing to work flexible hours
6. Non-violent crisis intervention - first aid/CPR certification.

**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

Please send a cover letter and resume to: [hr@wesley.ca](mailto:hr@wesley.ca)

Wesley Urban Ministries is an equal opportunity employer. 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)