



## EXTERNAL JOB POSTING

**Job Title:** Client Care Worker

**Program:** Wesley Special Care Unit

**Posting Date:** January 2<sup>nd</sup>, 2019

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

**Reports to:** Supervisor, Wesley Special Care Unit

**Job Posting:** # 1061

**Effective Date:** ASAP

**Posting Closing:** January 9<sup>th</sup>, 2019 @4PM

**Purpose:** Within a multi-disciplinary team, actively provide support and therapeutic services to individuals experiencing homelessness and living with acute alcohol dependency and related health and mental illness. Services are based on a residential harm reduction approach to service delivery. Position is mobile within the community.

**Duties:**

1. Collaboratively and efficiently work within a multi-disciplinary team of health and social service professionals.
2. Work effectively within a strengths based client-centered approach to service delivery.
3. Assist with program engagements, assessments, case planning, and appropriate referrals of clients to facilitate client movement through the program and connection to community resources.
4. Administer medications and appropriately document distribution, according to the established guidelines of the program.
5. Administer alcohol and appropriately document, according to the established guidelines of the program.
6. Actively engage individual clients to assess their readiness, motivation and confidence to move through change, ensure residential stability and safety within the program.
7. Participate in meal planning (menus) consistent with nutritional guidelines, maintenance of food supplies and all other program supplies including bottling of beer, making and purchasing of wine; within the social and recreational goals of a residential managed alcohol program of 15 or more residents.
8. Prepare and serve meals, keep dining room and kitchenette clean according to public health 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 situation.
11. Assist in the development, managing and delivery of programs and activities for clients.
12. Assist clients with personal hygiene, as necessary.
13. When appropriate and required, interact with internal and external service providers.
14. Attend and participate in all relevant staff meetings and training opportunities, as requested.

15. Provide coverage for other employees on shift, as required.
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

##### **Commitment**

1. Demonstrates an understanding of Wesley 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 and salary expectations 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).