



LIFE LONG CARE SUPPORT WORKER

Job Description

SUPERVISION:

Under the direction of the Executive Director and the Director of Operations, the Life Long Care Support Worker is responsible for assisting in the effective and efficient delivery and administration of the Life Long Care Program in accordance with all relevant policies and procedures.

JOB SUMMARY:

The Life Long Care Support Worker's primary responsibility is to develop and provide culturally appropriate community support services to urban Indigenous individuals that are elderly, frail, physically disabled, and chronically ill, which promote an integrated response, community participation, independent living and an improved quality of life. The program provides security checks, transportation, adult day programming and congregate dining, and Indigenous support services.

QUALIFICATIONS:

1. Preferred degree in Social Work or in a related human services field, with specialized training or experience working with Indigenous seniors and vulnerable populations in a community setting – long term care.
2. Knowledge of chronic health conditions and gerontology-related issues is an asset.
3. Knowledge of health related legislation and/or any other policies relevant to program delivery.
4. Strong knowledge and awareness of Indigenous culture and history, with particular emphasis on residential schooling, the impacts of trauma, Indigenous engagement and community outreach; knowledge of an Indigenous language(s) is considered an asset.
5. Knowledge and experience working with urban Indigenous seniors and families in a healing and reconciliation capacity.
6. Ability to deliver programming to improve health conditions, i.e. elder abuse prevention, Diabetes prevention and/or management, chronic health conditions management, etc.
7. Self-motivated individual with the ability to work with minimal supervision in a team-oriented setting.
8. Excellent case and file management skills, stress management and time management skills, ability to meet deadlines.
9. Ability to engage people to build trust and rapport; effective verbal and listening communication skills; effective crisis intervention skills.
10. Group facilitation, team building and decision making skills; able to problem solve and take initiative.
11. Proficiency in Microsoft Word including database applications.
12. Certification in Standard First Aid, CPR, AED, and Safe Food Handling.
13. Ability to work flexible hours, including evenings and/or weekends.
14. A clear criminal reference check and Vulnerable Sector Clearance is a condition of employment.
15. Must have a valid Ontario Driver's License and reliable transportation.

CORE COMPETENCIES

- **Inter-Cultural Competency Informed** – Able to incorporate a personal responsibility to increase sensitivity, awareness and implementation of TBIFC’s cultural teachings and organizational practices in both professional conduct and work related deliverables. Ideally carries traditional knowledge and understands the history of Indigenous people and is considered to be of Good Mind.
- **Trauma-Based Practice Informed** – Able to incorporate a trauma-informed approach to recognize and respond to all forms of trauma and the necessity of supporting Indigenous people in a culture of tradition and safety in their healing journey.
- **Indigenous Gender-Based Analysis Informed** – Able to incorporate an intersectional approach to gender, race and discrimination, and aware of subsequent intergenerational impacts affecting Indigenous women and their families.

JOB RESPONSIBILITIES:

1. **Case and File Management:**

- Develop and maintain current, accurate and confidential participant files that reflect assessment, services and outcomes.
- Complete intake process with clients.
- Be knowledgeable of and work with community agencies and referral sources who will be in a position to assist clients in meeting immediate and long term goals.
- Initiate and participate in case conferences as necessary to ensure client needs are met.
- Advocate on behalf of clients and provide ongoing liaison services and follow-up to ensure individual needs are being met.
- Schedule visits with clients and follow through with case management.
- Assist clients in preparing treatment and/or transition plans.
- Assist in the development of annual service plans.
- Work with Friendship Centre programs to promote a coordinated client service approach to ensure client needs are addressed.

2. **Participant-Based Service Delivery:**

- Facilitate programming and healthy living activities, with a priority to services and supports for eligible Indigenous seniors and clients with chronic health conditions.
- Establish and maintain strong relationships with participants involved in the program.
- Deliver healthy living education, e.g. teachings, diabetes education, health promotion and prevention of disease, congregate dining, etc.
- Provide programs and services that include security checks, transportation services, adult day programming, and congregate dining.

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- Engage participants and provide support in achieving healthy living goals.
- Advocate and provide one-to-one or group counselling service.
- Facilitate the involvement of Elders and traditional people into the Life Long Care Program.
- Ensure participants are supervised at all times.
- Model behaviour in a manner that serves as an example of positive cultural values, attitudes, beliefs, and actions.
- Assist in arranging transportation for clients as needed.
- Assist in the development of a support system with the client.
- Provide participant-based activities that include public education / awareness campaigns, workshops, presentations, events that address chronic health and aging issues.
- Increase awareness of specific senior and health accommodation issues, risks or concerns in the community.

3. **Program Delivery:**

- Assist in planning agendas, securing necessary resources, organizing and delivering programming and special activities as per annual service plan.
- Assist in planning, organizing, supervising, and facilitating of health and recreation programs.
- Plan menus, shop for supplies, supervise volunteer involvement in food preparation, prepare and serve food to participants as appropriate.
- Prepare and provide nutritious meals and snacks as a component of the program.
- Incorporate teachings and learning activities to enable program participants to make informed nutritional choices.
- Arrange for transportation to programming as required. Drive the Centre vehicles as needed; maintain mileage records.
- Prepare for traditional items and medicines needed in preparation for clients.
- Identify gaps and needs to deliver educational workshops and presentations.
- Connect with Friendship Centre programs to coordinate services and activities that meet the plan of care needs of clients.
- Participate in meetings with organizations related to program delivery.
- Evaluate program activities by developing and utilizing participant evaluation forms and/or any other evaluation tools or methods deemed necessary.
- Work within a specific budget and deliver programming accordingly.
- Work with other Friendship Centre programs to promote a coordinated approach to addressing healthy lifestyles, through intergenerational and integrated program delivery.
- Connect with Elders and/or traditional resource people to conduct ceremonies as appropriate to the geographic areas and customs.
- Maintain education tools/resources e.g. medical and health services, resources, videos, etc.
- Assist in ensuring Criminal Background Checks and vulnerable sector screening are secured and assessed for individuals volunteering in the program.
- Provide leadership development opportunities for participants, i.e. mentoring youth, fundraising, etc.
- Help coordinate land-based activities as part of the healing continuum, e.g. medicine picking, etc.
- Assist in the development, implementation, and facilitation of new and relevant cultural services/programs within the Friendship Centre.

4. Program Administration:

- Submit written reports to the Executive Director / Director of Operations outlining programming activities, committee work, Friendship Centre activities, and other reports as required.
- Compile and submit statistical data using designation database systems.
- Accurately record statistical information as required and as it changes.
- Maintain comprehensive and up-to-date client files and systems that are essential components of good program management, which demonstrate the program is being delivered according to proposed work mandate and work plan.
- Respond to correspondence and information requests as required.
- Attend TBIFC Annual General Meeting.
- Complete internal administrative tasks i.e. time sheets, mileage logs, personal expense reports, etc.
- Participate in case audits, compliance audits, program evaluations and any other specially designed processes that may be undertaken to assess the effectiveness of the Life Long Care Program.

5. Community Development & Outreach:

- Attend, participate, and/or facilitate relevant meetings, conferences or workshops as a representative of TBIFC.
- Promote the program and services of the Life Long Care Program and/or other TBIFC programs.
- Respond to general enquiries of the Life Long Care Program's purpose, processes and procedures and/or any other information being requested.
- Research appropriate agencies for relevant referrals, resources and available community programs.
- Maintain a directory of supports and services appropriate for senior and chronic health supports and services, such as medical clinics, crisis supports, and other relevant health and social programs.
- Network and liaise with other TBIFC programs, community agencies, funding sources, etc.
- Participate in public education about senior and health accommodation issues for the community.
- Develop promotional material that advertises services and upcoming events.

6. Training and Professional Development:

- Participate in relevant conferences, training workshops and related courses and meetings for professional development as required or directed.
- Attend workshops, staff meetings, etc. as directed.
- Keep apprised of relevant legislation or policy changes in relation to the social services, gerontology, and health fields.
- Identify professional development / training needs and bring to the attention of the Director of Operations for approval.
- Remain current and implement wise practices in healing and wellness service provision from a culture based platform.

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7. Health & Safety:

- Observe health, fire and safety regulations; uphold health and safety standards.
- Ensure that the Health and Safety policies incorporated into daily working practices are adhered to.
- Maintain Standard First Aid Level C with AED certification.
- Maintain Safe Food Handling certification.

8. General Duties:

- Perform other duties relevant to the program as assigned by the Executive Director / Director of Operations.
- Observe and uphold Thunder Bay Indigenous Friendship Centre's policies, procedures, and practices.
- Actively recruit, train and provide supervision to student placements, volunteers, etc.
- Ensure client files are secured in a locked filing cabinet on a daily basis.
- Actively promote and participate in community and TBIFC annual activities in keeping with the mandate and philosophy of the Friendship Centre.
- Work with other members of the team to ensure a wholistic program of care is maintained addressing the physical, psychological, and social needs of the service users.
- Ensure the premises and program resources are safe and secure.
- Work within an Indigenous culturally competent framework.
- Notify the Executive Director or designate immediately of any difficulties including crisis or any other issues that may affect the ongoing delivery of the program.

RELATIONSHIPS:

Executive / Director of Operations:

The Life Long Care Support Worker will keep the Executive / Director of Operations apprised of all important matters related to the Life Long Care Program by providing regular written reports for review and oral reports on an ad hoc basis.

TBIFC Program Staff:

The Life Long Care Support Worker will work collaboratively with the Life Long Care Program Coordinator and with other TBIFC program staff by maintaining communication lines to allow opportunity to share information relevant to the program, to maintain appropriate referrals to programs and services, and to participate in joint programming. The Worker will work closely with the Friendship Centre Wellness Services program staff, and will receive daily supervision from the Wellness Services Program Manager.

ACCOUNTABILITY:

The Life Long Care Support Worker is accountable to the Executive Director / Director of Operations or designate for the efficient performance of their function.

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PROBATIONARY PERIOD:

Upon commencement of employment, the Life Long Care Support Worker will be placed on a (9) nine-month probationary period. A performance appraisal will be completed after the probationary period and will occur once annually thereafter. An extended period of probation may be instituted at the discretion of the Executive Director.

TERMS AND CONDITIONS OF EMPLOYMENT:

1. Hours may vary but shall not exceed 35 hours per week unless prior approval has been authorized to exceed terms and conditions.
2. Adheres to policies and procedures according to the Thunder Bay Indigenous Friendship Centre's *Personnel Policy Manual* - March 24, 2010.
3. Abides by the Code of Ethics as adopted by the Thunder Bay Indigenous Friendship Centre.
4. Adheres and applies the following:
 - a) A Policy Dealing with Allegations of Abuse against Individuals.
 - b) A Protocol for the Reporting of Child Abuse and Neglect between Dilico Anishinabek Family Services and the Indian Youth Friendship Society
5. Signs and adheres to an Oath of Confidentiality
6. Maintain a clear criminal reference check (CPIC) and Vulnerable Sector Clearance.

CAUSES FOR DISMISSAL:

Please refer to the Thunder Bay Indigenous Friendship Centre's Personnel Policy Manual.

WORKING CONDITIONS:

Physical Demands: The Life Long Care Support Worker will spend long hours sitting, standing, and using office equipment and computers which can cause muscle strain. The Life Long Care Support Worker may be lifting equipment and materials up to 30 lbs. The worker may have to lift and carry using appropriate lifting techniques, bend, push, pull, grip, reach, kneel, crouch using good body mechanics and includes walking, sitting, standing and climbing stairs.

The Life Long Care Support Worker may also have to manage physically threatening clients and be prepared to be responsible for their own safety and the safety of others.

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Environmental Conditions: The Life Long Care Support Worker will be working in a busy and occasionally noisy environment. The worker will visit clients' homes and will be required to move throughout the community, including indoor and outdoor environments in all seasons. The worker must be ready to respond quickly and effectively to many types of situations, including crisis situations.

The Life Long Care Support Worker may come in contact with community members who are ill and/or contagious and must take precautions to ensure the health and safety of all individuals, including self.

Sensory Demands: Traditional Medicines and healing practices are utilized in ceremonies and circles; these may affect senses and respiratory system. The Life Long Care Support Worker must be very adept at listening to others and spending long hours on the computer preparing detailed reports which requires attention to detail and high levels of accuracy.

Mental Demands: There are regular deadlines that require attention to detail with this position which may cause stress. The Life Long Care Support Worker must deal with a wide variety of people and will have to manage a number of requests and situations at one time.

There may be a number of activities and situations happening at once and the Life Long Care Support Worker must be prepared to prioritize and multitask. The workload may be unpredictable and difficult to manage at times.

The Life Long Care Support Worker must deal with a wide variety of people with challenging personal issues. Caring for people in crisis can be stressful; the worker must monitor their own time and stress levels to ensure that they are able to effectively assist clients.

The Life Long Care Support Worker must ensure that clients are supervised at all times and that clients are involved in safe and appropriate activities. There may be a number of situations happening at once, and the must be prepared to handle accidents and emergencies at any time.

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CERTIFICATION:

I certify that I have read and understand the responsibilities to this position.	Supervisor has reviewed with employee the job responsibilities as described in this document and has discussed expected standards of performance.
_____ Employee Signature	_____ Supervisor's Title
_____ Printed Name	_____ Supervisor's Signature
_____ Date	_____ Date

The above statements are intended to describe the general nature and level of work being performed by the incumbent(s) of this job. They are not intended to be an exhaustive list of all responsibilities and activities required of the position.

This job description is not an employment agreement or contract. Management has the exclusive right to alter the scope of work within the framework of this job description at any time without prior notice.

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