



## JOB DESCRIPTION: Support Worker

<b>POSITION:</b>	Support Worker
<b>DEPARTMENT:</b>	First Stage
<b>REPORTS TO:</b>	Program Director
<b>ALLOTTED HOURS:</b>	24-40 hours
<b>REVISION DATE:</b>	February 2021

### MINISTRY CONTEXT

LIFE Recovery Association (LIFE) is a registered charity and Christian ministry that exists to support women in recovery from addiction(s). Employees of LIFE must agree with the Code of Conduct, Community Standards, Mission, Statement of Faith, Vision, and Core Values.

### JOB SUMMARY -PRIMARY FOCUS

The Support Worker is responsible for providing support to clients and co-workers at LIFE Recovery Association. This position involves working with clients who may have only recently made a commitment to sobriety and are still experiencing the effects of detox or withdrawal. Clients may be experiencing issues with their health or personal crises. The ability to function independently and under pressure, while managing multiple concurrent tasks including emergency situations is an ongoing expectation of this position.

### STATEMENT OF RELATIONSHIPS

Support Workers report to the Program Director and work most closely with other Support Workers, Addiction Counsellors and the Program Administrator in the daily programs and activities in the recovery houses. Collaboration between staff, volunteers, practicum students and outside professionals is critical to our ministry and an attitude of servant leadership is essential in providing direction and guidance.

### SPECIFIC RESPONSIBILITIES

- Develops a supportive relationship with clients
- Ensures client participation in programs and activities
- Provides support in the leading of the programs as directed by the Supervisor on shift
- When requested by the Program Director, participates in client assessment, goal setting and personal service plans
- Recognizes changes in a client's behaviours and/or moods and addresses these with the client and her counsellor
- Identifies potential problems, makes effort to address and de-escalate and reports any difficulties
- Assesses need for additional staff support and/or interventions
- Attends monthly staff meetings
- Documents client requests for medication
- Logs all incidents
- Completes incident reports when required
- Conducts random room checks
- Other duties as assigned

## **QUALIFICATIONS & EXPERIENCE**

1. Certificate in related human/social service field would be an asset.
2. One (1) year recent related experience or an equivalent combination of education, training and experience.
3. Must have mandatory 20 hour training as identified by the Assisted Living Act.
4. Knowledge of alcohol & drug and mental health disorders.
5. Excellent oral, written and interpersonal communication skills.
6. Strong analytical skills and decision-making ability.
7. Demonstrated ability to deal with highly sensitive and confidential material and situations.
8. Accurate record keeping.
9. Proficient with the use of computers and data entry.
10. Basic First Aid Training Certificate.
11. Food Safe Certificate.
12. Current Class 5 Drivers License (minimum).
13. Sobriety of at least TWO years ie., no abuse of alcohol, drugs or other mood-altering chemicals.
14. Has a reputation of living a lifestyle that honors and uplifts the name of Christ.
15. Must regularly attend and participate in their home church (Heb 10:24-25).

## **STATEMENT OF FAITH**

- a. I believe that life is a gift from God and should be used to the best of my ability and to glorify His name;
- b. I believe the Bible as the true Word of God, and as such is the final authority in all matters of faith and life; and
- c. I believe that there is eternal life and salvation only in Jesus Christ, and the gift of forgiveness is given through God's grace and repentance of sins. This gift is available to all who ask.

**The above statements are intended to describe the general nature of work performed in this position. They are not an exhaustive list of all responsibilities, duties and skills required. Sundry duties may be assigned if they align with the role and needs of the organization.**