



**Canadian Mental Health Association
Shuswap/Revelstoke Branch**

JOB DESCRIPTION

Job Title:	Resident Support Worker
Work area:	Cedar Place
Areas of Responsibility:	540 – 3 Street SW
Reports to:	Manager of Supporting Homefulness, Team Lead – Cedar Place
Bargaining Unit:	HEU, Community Sub-sector
Classification:	Grid 21, Benchmark 81501
Developed:	September 2021

Job Summary

Resident Support Workers are the primary participant focused face of CMHA at Cedar Place. A Residential Support Worker provides assistance, support, and life skills training to program residents; and supports the overall operations and success of the facility. The Residential Support Worker will provide a variety of day to day physical, emotional, and social supports. Supporting the safety and security of the program residents and their living environment while encouraging independence, self-responsibility, and the healthiest lifestyle possible will be critical to success in this role.

Typical Duties and Responsibilities

- Provide feedback and input regarding residents' needs, performance, and progress.
- Monitor residents' medication to and provides medication reminders, in accordance with established policy.
- Participate in and oversees various resident-focused social and recreational activities.
- Identify available social, economic, recreational, and educational services and resources in the community that will meet residents' needs. Provides residents with related information.
- Assist residents with activities of daily living.
- Assist residents to sort out options and develop plans of action while providing necessary support and assistance.
- Refer residents to other social services or assist residents in locating and utilizing community resources including legal, medical, and financial assistance, housing, employment, transportation, day care and other services.



- Implement life skills workshops, substance abuse treatment programs, behaviour management programs, and other community and social service programs under the supervision of social services or health care professionals.
- Meet with residents to assess their progress, give support, and discuss any difficulties or problems.
- Complete and maintains related records and documentation such as statistics, progress reports, and daily logs.
- Receive residents' feedback, and inquiries and complaints, and responds as required.
- Perform housekeeping duties such as sweeping and mopping floors, vacuuming, dusting, washing dishes, and laundry.
- Perform outdoor residence maintenance as required.
- Identifies and reports building issues. Submits work orders as needed to ensure the timely repair of building issues.
- Provide direction to volunteers/practicum students as required.
- Perform other related duties as assigned.

Qualifications

- Grade 12
- Social Service Certificate
- Valid Class V BC Driver's License
- Must have use of personal vehicle
- Experience in Supportive Housing
- Certificates in CPR, First Aid, Non-Violent Crisis Intervention and Food Safe
- Recent, related experience of one year or an equivalent combination of education, training and experience or other qualifications determined to be reasonable and relevant to the level of work.

Typical Skills and Abilities

- Ability to work independently and in cooperation with others
- Must be able to establish and maintain a positive rapport with residents and team members
- Ability to communicate effectively, both verbally and in writing
- Ability to plan, organize and prioritize
- Ability to observe and recognize changes in residents
- Home management skills
- Ability to instruct using various methods
- Ability to analyze and resolve problems
- Conflict resolution and crisis intervention skills
- Positive advocacy skills
- Must be agreeable to a flexible work schedule (days, evenings, and weekends)
- Must be computer literate
- Good physical and mental health, and able to carry out the duties of the position.