

Columbia Training Center Position Description

NOTE:

Must; Shall; Will:

Should:

May or Could; Can:

Clarification of Terms

These words or phrases indicate actions or activities that are *essential or mandatory*.

This word implies that it is highly desirable to perform certain actions or activities, but not essential or mandatory.

These words imply freedom or liberty to follow an alternative to the action or activity being presented in a document.

Position Title:	Community Support Worker
Program/Department Name:	Community Support Services Department
Reporting to:	Services Coordinator and Team Leader
Position Summary:	The Community Support Worker is a front-line position. With the support and guidance of his/her supervisors, the Community Support Worker provides direct support for persons with disabilities to facilitate the development of skills and competencies and the attainment of goals as documented in an Individual Service Plan including: education, recreation, community association, community resources, and participation in the volunteer sector.
Organizational Structure:	The Community Support Worker will work in a flat organizational structure consisting of two direct supervisors and a number of program peers. He/she will operate as autonomously as authorized by his/her supervisors.
Qualifications and Experience:	This professional will normally have completed at least the equivalent of a high school education, plus additional foundation skills training (a two year post secondary school diploma in Community Disability Services or a related field is preferred). This position requires the ability to understand and follow Individual Service Plans and other diagnostic, prescriptive and administrative concepts. Committed to community inclusion, this team player will be an effective communicator, possess positive interpersonal skills, be organized, have a keen desire to learn and grow professionally, be open to change and have a strong work ethic. Experience working with individuals who may demonstrate challenging behaviors is desirable. Requirements include current, valid Standard First Aid and CPR certification, CPI Non-violent Crisis Intervention training, a recent Calgary Police or RCMP Security Clearance, Ethical and Restrictive Procedures training and Abuse Prevention and Response Protocol for Adults with Disabilities training. Computer skills including Word, Excel, Access, Outlook and the Internet are desirable. A valid driver's license, vehicle insurance and vehicle inspection report where required by policy.
Roles and Responsibilities:	<p>For Columbia College to become successful, each of its customers (including staff and participants) must succeed. To achieve this requires a clear understanding on everyone's part of his/her roles and responsibilities as well as a commitment to fulfilling said responsibilities.</p> <p>As will be noted in reviewing the list of roles and responsibilities below, it consists of two distinct parts. First is a set of generic roles and responsibilities. This is followed by a list of specific roles and responsibilities. The generic roles and responsibilities are included in every position description at the College. The specific roles and responsibilities are specific to this position.</p>

	All responsibilities listed below will be carried out under the general direction and supervision of the Program Coordinator/Team Leader. In consideration of this the Community Support Worker will:
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Professional Code of Conduct

Our success in the workplace is based on how proficient we are at utilizing our knowledge and skills and how effectively we conduct ourselves each day as professionals in satisfying the needs of our internal and external customers, and the goals of our organization. The following list describes many professional behaviours that can help us become more effective. The more skilled we become at applying each of these behaviours, regardless of our position in the organization, the more successful we will become.

1.0 Professional Approach and Ethical Behaviour

- 1.1 As a professional, demonstrates pride in their work and is honest, moral, ethical, honorable, trustworthy, and acts with integrity
- 1.2 Is pleasant, polite, punctual, positive, friendly, smiles, and asks how they may help others
- 1.3 Is reliable, responsible, accountable, loyal, engaged, and enthusiastic about their work
- 1.4 Is compassionate, caring, and finds meaning and fulfillment in their work
- 1.5 Tries to be constructive, pro-active, and acts as a protagonist
- 1.6 Contributes to a safe, secure, and environmentally-friendly workplace and world
- 1.7 Views adverse experiences as learning opportunities and recovers quickly from such experiences
- 1.8 Keeps personal bias out of the workplace, does not use profanity, and respects cultural differences
- 1.9 Dresses appropriately for the workplace in a neat, clean, and well-groomed manner
- 1.10 Contributes to the organization via volunteering, coaching, and mentoring others
- 1.11 Is active in their professional association (where appropriate)

2.0 Interpersonal Relations and Teamwork

- 2.1 Treats all individuals in an equal, fair, and just manner (does not label, or discriminate against others)
- 2.2 Is a good role model and synergistic team member who is personable, sociable, cooperative, collaborative, has a sense of humor, and is well mannered
- 2.3 Is considerate and sensitive to others needs and uses tact and diplomacy when required
- 2.4 Is respectful, courteous, and sincere (does not belittle, intimidate, or insult others)
- 2.5 Views each client, patient, student, customer, and coworker as a valued customer whose needs must be satisfied before they or their organization can succeed
- 2.6 Is available, approachable, and may develop close personal relations (avoids romantic situations)
- 2.7 Offers support, assistance, is flexible, and helps build a positively connected team and organization
- 2.8 Makes allowances for others mistakes by showing empathy, understanding, and forgiveness
- 2.9 Is open to constructive criticism, and takes responsibility for one's errors by apologizing, and correcting them
- 2.10 Avoids conflicts of interest and respects others' workspace and privacy (e.g. FOIP)
- 2.11 Seeks help from others and offers help to others to become more efficient and effective

3.0 Self-Concept and Confidence

- 3.1 Projects a positive self-concept and feels internally confident, yet does not dominate interactions
- 3.2 Functions well in ambiguous situations
- 3.3 May assume responsibility and leadership when required yet remains humble and gracious at all times
- 3.4 Demonstrates self-efficiency by following through on commitments in order to achieve outcomes
- 3.5 Considers themselves equal to others and demonstrates such in their interactions

4.0 Communication

- 4.1 Demonstrates effective listening, speaking, and writing skills
- 4.2 Helps to keep team members informed of changes in the department and/or organization
- 4.3 Develops more effective ways to improve verbal and non-verbal communication (e.g. tone of voice)
- 4.4 Respects others privacy and confidentiality (does not engage in gossip)
- 4.5 Maintains emotional control and encourages others to do the same
- 4.6 Deals with difficult situations and sensitive issues in a professional manner
- 4.7 Avoids engaging in disagreements and arguments in public. Seeks assistance when necessary.
- 4.8 Follows the organization's technology use policy

5.0 Life-Long Learning and Professional Development

- 5.1 Continues to increase their knowledge and skills to become more competent (e.g. credit courses, workshops, seminars, conferences, professional books, journals)
- 5.2 Shares newly developed approaches based on leading edge research
- 5.3 Monitors changes and makes or recommends needed adjustments
- 5.4 Keeps informed about changes affecting their profession, department, organization, and industry
- 5.5 Acknowledges when they do not know something and seeks to increase their competence

6.0 Problem Solving/Decision Making

- 6.1 Either individually or within a team, identifies work-related and customer-based problems/challenges
- 6.2 Helps others to view problems and concerns as challenges and even opportunities
- 6.3 Seeks input from those affected by work-related or customer-based problems
- 6.4 Is more effective when they actually identify the problem as opposed to a symptom
- 6.5 Assesses and analyzes problems by using such techniques as brainstorming, nominal group technique, Delphi technique, reframing, and lateral thinking
- 6.6 Objectively determines the most efficient and effective solution to each problem/challenge
- 6.7 Tries to make fair and just decisions that contribute to the common good
- 6.8 Effectively implements solutions in a timely manner
- 6.9 Monitors and evaluates solutions and takes further corrective action as needed

7.0 Creative Thinking and Innovation

- 7.1 Is more creative by asking 'why' and more innovative by asking 'what if'
- 7.2 Takes calculated risks and is willing to recommend and/or initiate change

8.0 Negotiating or Conflict Resolution

- 8.1 Identifies customer or employee issues when a conflict first arises by listening to and determining their wants, needs, and concerns.
- 8.2 Effectively uses conflict resolution and problem solving techniques
- 8.3 Effectively negotiates and helps others resolve issues in conflict by focusing on facts and not emotions
- 8.4 Turns to qualified professionals to resolve situations involving harassment, bullying, or violence

9.0 Organizational and Time Management Skills

- 9.1 Practices one-touch policy by taking immediate action to solve simpler challenges (e.g. does not put paper, emails, etc. in piles) and develops a plan to take action on more complex challenges
- 9.2 Uses electronic calendar to plan regularly occurring daily, monthly, and yearly meetings and activities
- 9.3 Maintains an organized office, desk, files, documents, and working environment
- 9.4 Is prepared in advance for appointments and meetings (meeting etiquette)

- 9.5 Sets SMART individual and/or team goals by completing assignments, reports, etc. in an accurate and timely manner (does not procrastinate)
- 9.6 Lets others know if they are unable to meet a commitment, must change a priority, or needs help

10.0 Stress Management

- 10.1 Maintains composure under pressure and draws on their internal strength to succeed during difficult times
- 10.2 Effectively deals with negative situations in a positive manner
- 10.3 Maintains a balance between personal and professional life
- 10.4 Maintains a positive, focused, and more productive environment by reducing negative stress

11.0 Leadership Style

- 11.1 Effectively contributes to the organization's vision, mission, directions, goals, and Code of Conduct
- 11.2 Encourages others to adopt a positive leadership style (does not use threats or punishment)
- 11.3 Stimulates interest and enthusiasm on the part of others and contributes to positive employee morale
- 11.4 Coaches, advises, mentors, and counsels others where appropriate
- 11.5 Motivates others to achieve their intrinsic and extrinsic rewards through recognition, praise, and where possible through empowerment
- 11.6 Brings out the best in others which helps them channel their energy and experience greater satisfaction
- 11.7 Seeks new opportunities or approaches that will increase customer satisfaction, respect, and loyalty
- 11.8 Networks with others outside the organization and builds relationships that will benefit the organization
- 11.9 Bases leadership practice on collective vision, beliefs, as well as professional attitude and values
- 11.10 Builds a sense of shared values that bind others to a common cause and/or direction
- 11.11 Encourages and promotes a culture based on trust and respect

12.0 Performance

- 12.1 Continually seeks new ways to more efficiently and effectively perform their duties and responsibilities which contributes to the financial success of the organization, and as a result, also increases job security
- 12.2 Is committed to continuous improvement in the quality of goods/services their customer/patient/client/student experience
- 12.3 Contributes to the long-term growth and success of the organization by providing such outstanding customer service that current customers refer new customers on an ongoing basis
- 12.4 Firmly believes that only when each internal and external customers succeed, will they succeed

Specific Roles and Responsibilities

- 13.0 The Community Support Worker role is critical to the success of the adults with disabilities that we serve. This position is responsible for the following primary activities and tasks:
 - 13.1 Being aware of, adhering to and providing services within established policies, practices, operational protocols, ethical standards and guidelines, including but not be limited to the following:
 - Columbia College policies and procedures;
 - Community Support Services Department policies and procedures;
 - ACDS Creating Excellence Together Standards;
 - Protection of Persons in Care Act;
 - Abuse Prevention and Response Protocol for Adults with Disabilities;

- Positive and Restrictive Procedures;
 - Freedom of Information and Protection of Privacy Act;
 - Employment Standards Act;
 - Occupational Health and Safety Act.
- 13.2 Implementing person-centered plans designed to support persons with disabilities to be included as valued members of the community.
- 13.3 Assisting and supporting individuals to participate in a meaningful way in their personal life planning, in the identification and definition of personal goals and aspirations, and in the definition and expansion of opportunities for personal growth, and meaningful and valued roles within the community. This includes following the individual's leads and/or the leads of the guardian and/or family to accommodate and support the individual's personal goals and aspirations to the extent possible.
- 13.4 Assisting and supporting individuals in the establishment and maintenance of shared, respectful relationships within the community, with a view to meaningful participation and inclusion. This includes assisting and encouraging individuals to participate effectively in education, recreation, community associations, community resources, and participation in the volunteer sector.
- 13.5 Being aware of the individual's physical, social and recreational environments and taking action to minimize risks and maximize participation/inclusion, and referring more complex situations to more experienced resources when appropriate.
- 13.6 Understanding community issues and opportunities, and assisting and supporting the individual with general access to and participation in the community
- 13.7 Modeling socially appropriate behaviours (for both the individual and the community), and assisting and encouraging the individual to make and maintain appropriate community connections. This may include acting as a social role model and support "coach" in prescribed situations.
- 13.8 Working in the community to open doors and provide access/participation opportunities, as well as being alert to alternate avenues for generic services that may be available to the individual.
- 13.9 Assisting, supporting and encouraging individuals to achieve their personal goals through the development of basic living and related skills, with a view to enhancing the individual's confidence, competence and participation within their social network (community, social, recreational, etc.). This includes both supporting the individual's life skill development and academic skill development as well as modeling the desired actions and behaviours.
- 13.10 Assisting and supporting individuals to advocate on their own behalf, when necessary and appropriate, to have their needs met; and, advocating on behalf of the individual when required and appropriate. This may focus on the development and application of basic socialization skills and assisting individuals to stand up for themselves in social, recreational and educational settings.
- 13.11 Maintaining clear and objective records and preparing required reports and other documentation.
- 13.12 Communicating in a professional, timely, accurate and respectful manner with individuals, families, guardians, staff and community representatives.
- 13.13 Working effectively in a collaborative, team-oriented environment.