SOUTH ESSEX COMMUNITY COUNCIL
JOB POSTING 2017-06
INTERNAL/EXTERNAL

POSITION TITLE: COMMUNITY SERVICES-DIRECT SERVICE WORKER

POSITION SUMMARY: Under the general direction of the Community Services Department Coordinator and the Community Services Program Leader, the Direct Service Worker assumes the following duties and responsibilities:

- Assist with performing Security Check phone calls and Friendly Visiting
  - Call or visit clients according to client care plan
  - Following emergency contact protocol in the event of a non-responsive contact
  - Complete and file required paperwork and documentation as needed
- Assist with Meals on Wheels packing and delivery
  - Package meals according to delivery route and order
  - Meet and greet volunteers/staff delivering meals, ensure they sign-out meals and take proper delivery bags/boxes and review any new clients or special delivery instructions
  - Deliver meals to client homes and/or satellite pick-up locations throughout entire delivery area
- Provide Home Maintenance and/or Homemaking services
  - Duties may include bringing laundry to Laundromat, washing and folding laundry, grocery shopping or other critical errands
  - Other duties may include lawn mowing, snow shoveling, leaf raking and bagging, house cleaning (vacuuming, dusting, washing windows or floors, cleaning bathroom and/or kitchen, etc.) and miscellaneous minor home repairs and maintenance
- Assist in the Adult Day Program alongside a Nurse or PSW
  - Escort or porter clients on/off WECT or caregiver vehicles, within the Adult Day Program area, to/from the washroom (for clients capable of self-care while using facilities), to/from the Foot Care Clinic or elsewhere within the facility
  - Assist with serving snacks and lunch, including assisting with feeding if required as per client care plan
  - Help with activities and exercises, including set-up, supervision, assistance and clean-up
- Drive agency vans to assist in delivering transportation services
  - Complete vehicle safety inspections at start of shift, refuel vehicles as needed, clean and tidy vehicle at end of shift
  - Help riders in/out of van and to/from front door of pick-up and drop-off spots as needed
  - Secure wheelchairs in and operate lift on accessible van
  - Follow route sheet, contacting dispatch/scheduler for assistance if needed
  - Drive throughout Leamington, Kingsville, Wheatley, Essex County and City of Windsor
  - Collect payments, issue receipts and complete daily paperwork as required
- Assist in delivering social-recreational activities and services in the community
  - May include social-recreational program development and delivery in a congregate public setting (i.e., group outings and field trips, congregate dining, group activities, etc.)
- Other duties as required
  - May include answering telephones, answering questions about programs and services, taking messages or reservations for services, or transferring phone calls to appropriate staff
  - May include providing desk coverage, data entry or other clerical support work

QUALIFICATIONS:

- University Degree in Social Sciences (psychology, sociology, etc.), Nursing (BScN), Social Work (BSW or MSW)
  OR
- Community College Diploma in Social and Community Services, Nursing, Personal Support Worker, etc.
  OR
- Ontario Secondary School Diploma or equivalent

AND
Minimum 5 years employment experience working with seniors and/or persons with disabilities

ADDITIONAL SKILLS:

- Safe Food Handler Certificate
- Excellent interpersonal, decision-making and assessment skills
- Basic smartphone and computer operation, knowledge and comfort
- Demonstrated verbal and written communication skills and proficiency in the English language
- Valid drivers' licence and full access to reliable transportation
- Acceptable driver's abstract
- Meet the minimum physical demands required to perform the duties of the job
- CPR Level C and First Aid
- Vulnerable Sector police background check

HOURS AND SALARY:

- 0-23 hours per week, flexible hours may be required depending on the needs of the program, including evenings, weekends and holidays
- As per CUPE 4523 Collective Agreement

EXPECTATIONS:

- Provide courteous, supportive and professional service at all times to clients, employers, coworkers and community partners
- Be attentive to detail and able to meet deadlines
- Expected to provide coverage for other positions as required
- Work as part of a team and contribute to the smooth operations of the program
- Able to work in a busy and changing environment; capable of multi-tasking and of dealing with constant interruptions
- Communicate effectively and in a timely manner with clients and other staff
- Sensitive to the diverse needs to clients from various backgrounds
- Work independently and co-operative in a multi-disciplinary situation

INTERNAL/EXTERNAL POSTING
WITHOUT PREDJUDICE
Please submit resumes by 4:30 p.m.
Wednesday, May 24, 2017
Jennifer Moore
jmoore@secc.on.ca
Manager of Human Resources

PLEASE NOTE: Please be sure to list all qualifications you possess as they relate to the qualifications in the posting.

- All of the qualifications in the posting are deemed necessary to perform the work required of the position
- Interviews and practical assessments may be conducted to clarify qualifications