



E4C, one of Edmonton's oldest and most respected social service agencies, is seeking a Full-Time Support Worker eager to join our team. This is an excellent opportunity for a gifted professional to make a significant difference to people-helping and supporting individuals and the community in undergoing positive change and increasing capacity.

## **Our Place, Support Worker, Full-time Position**

### **Job Purpose**

Working as a part of a 24 hour team, the Support Worker assumes the lead position in client work, implementing care plans and in the daily tasks necessary to create a safe, positive, home environment. This position is also responsible for the coverage of other shifts when needed.

This person in this position reports directly to the Our Place Program Manager, consults the Program Manager or the appointed on-call designated person for guidance, during emergencies, critical incidents.

### **Hours of Work**

The support worker will work 8-hour shift 11:00 am to 7:00 pm or as needed to fill in for staff holidays, absent or ill staff and will be on rotational on-call as designated by the Program Manager.

### **Client Work**

- Helps the evening Support worker plan and participate in recreational/social activities.
- Ensures clients are taking care of their daily hygiene.
- Spend time actively listening, referrals, dispute mediation, grievances resolution, problem solving.
- Attend to clients in distress, suicide prevention.
- Connect clients with resources by providing referrals to community resources.
- Monitor clients well being i.e. state of mind and physical health.
- Monitor client medications; Record time of self-administration; Store medications for client safety; Prompt clients to take medications on time and as prescribed.
- Advocate on clients behalf, when appropriate you will accompany residents to appointments and meetings and/or act as a liaison with caregivers.
- **Administer first aid/ CPR as needed**
- In collaboration with residents and team members you will work with client on individual service plans.
- You will then assist clients to implement the service plan and reach their goals, and
- Conduct bi yearly reviews of each service plan.

### **Meal Planning, preparation**

- Weekly grocery shopping -Responsible for restocking pantries, cupboards, and fridges.

**Administrative**

- Record pertinent information in daily logs and client files. Record behavior observations and critical incidents.
- Pass on information to on coming shifts and communicate concerns or observations to the rest of the team
- Assist with filing of office documents.
- Preparation and posting of monthly resident's daily duty roster
- Attend staff meetings and participate in staff training opportunities
- Answers requests for information, referrals, and housing criteria.
- Coordinates tours to perspective clients
- Assists in interviewing perspective clients.
- Ensures compliance to program and human resource policies and practices
- Collection of rent
- Other duties delegated by Program Coordinator

**Housekeeping**

- Assists in maintaining the cleanliness of the building.
- Contributes to maintaining cleanliness in keeping the office neat and tidy.

**Qualifications:**

- Good interpersonal skills, empathetic, and enthusiastic team player that possesses the ability to work with initiative and independence.
- Some post-secondary training in a human service field or 1 to 2 years of related work experience.
- Criminal Record clearance.
- Standard First Aid and Suicide Intervention training.
- Aptitude and skill in computer use.
- Knowledge of homelessness, mental health, and addictions would be an asset.

**Salary** : \$14.87 per hour, plus benefits

Please send your resumes to Dan Glugosh at: [dglugosh@e4calberta.org](mailto:dglugosh@e4calberta.org) or fax to: 423-6032. No phone calls please.

Unless otherwise indicated, applicants will be considered for other positions within E4C.