

# Community Support Worker III Complex Needs- (Temporary Full-Time)

Calgary, AB, Canada Req #150

April 17, 2024

Are you interested in making a difference in the lives of marginalized populations?

The field of human services provides meaningful work. What you do has a purpose, and you know it directly impacts and contributes to an individual's well-being while supporting the development of more inclusive communities which benefit everyone.

Calgary Alternative Support Services (CASS) recognizes that the people we employ are our single greatest asset. We endeavour to recruit and mentor human service professionals with talent and commitment for disability advocacy and community engagement.

**We have one (1) temporary full-time position located in Central Calgary.**

**The working shifts is Monday-Friday, 6.5 hours per day with a total of 32.5 hours per week.**

**This posting closes on May 1, 2024.**

## Program Summary

The Calgary Alternative Poss-Abilities (CAPA) program supports a strengths-based, client-directed approach to service. We endeavor to assist adults by providing support and advocacy with systems navigation and access, development of community connections, and personal empowerment.

We offer personal empowerment through support and advocacy with systems navigation and access and community connections as well as case management and service coordination. The domains of focus include: assessment, finance, housing, justice, employment, education, parenting, relationships, and health.

## Job Summary

The Community Support Worker III (CSW3) is an essential role to the service Calgary Alternative Support Services Inc. (CASS) provides to clients. This role supports clients presenting with complex needs to build a strong sense of empowerment; the ability to make positive decisions and help establish themselves as a part of their community; and provide development and stability in our client's daily activities.

This role is responsible for establishing professional boundaries with the client; providing guidance to the client regarding emotional support, daily living skills, and engaging with community resources based on the goals laid out in their Individual Support Plan (ISP).

The CSW3 also provides quality supports to ensure that program content and delivery processes conform to a high ethical standard, exemplary standards of practice, the Mission, Vision, and Mandate of the Agency and the requirements of funding contracts.

The CSW3 ensures models of support are developed and provided to clients utilizing best practices and individualized planning while unitizing a harm reduction approach to promote independent lifestyle.

### **Key Responsibilities to:**

#### **Client**

- Establish respectful and professional boundaries while developing positive working relationships with clients;
- To assist clients in the development and monitoring of goals and objectives indicated in their Individual Support Plan (ISP);
- To support individuals in specifically identified areas to live independently or increase independence in the community. This may include daily living skills, community inclusion, recreation & leisure activities, and management of health-related matters as directed by the client coordinator;
- Establish and maintain a positive professional working relationship with client guardians and other client supports where applicable.

#### **Agency**

- Understand and adhere to CASS Policies & Procedures and program specific expectations as defined in program Operations Manuals;
- Responsible for checking email communications at the beginning of every shift;  
Complete client and agency specific paperwork in a timely fashion.
- This includes, but is not limited to, the submission of
  - Monthly timesheets
  - Monthly expenses
  - Client Monthly Summaries
  - Hazard Reports
  - Staff Incident & Near Miss Reports
  - Client Incident Reports
- Actively participate in the CASS Health & Safety program, and adhere to Health & Safety policies in accordance to CASS policy & procedures and Alberta OHS legislation

- Maintain valid certification in all core training/employment requirements, and any additional training as assigned based on client support needs

## **Culture**

- Model and demonstrate CASS values in all interactions with clients, staff, and community members
- Demonstrate respect and collaboration with all internal and external stakeholders of the CASS organization
- Demonstrate an ability and willingness to give and receive honest, balanced feedback

## **Key Relationships & Stakeholders**

**Client:** Individual receiving support through CASS. Our obligations include ensuring we are providing positive and focused support that are aligned with the client needs and goals while ensuring the client is as safe as necessary.

**Community Support Coordinators:** Responsible for developing services, hiring and monitoring of all staffing supports while maintaining high quality of service for the clients. Development and design of Individual Service Plans, Risk Assessments and Behavioural Support Plans for the clients supported, with an emphasis on person centered planning and strength-based goals.

**Guardians:** An individual (private or public funded) appointed by the Court to safeguard and protect vulnerable adults who need assistance with or are no longer able to make all of their own decisions. Guardianship provides a range of decision-making options from less intrusive options, such as supported decision making or co-decision making, to full guardianship and trusteeship.

**Support Network:** Comprised of individuals of personal and professional nature that engage with the client to support them.

## **Key Knowledge and Skill Sets**

- Ability to maintain confidentiality
- Strong verbal and written communication
- Ability to approach situations with positivity
- Ability to adapt communication styles
- Display patience
- Knowledge in supporting adults with developmental disabilities preferred

### **Required Education**

- Post secondary education in Human Services
- Maintains and utilizes current Emergency or Standard First Aid that includes CPR/AED
- A current police information check with a vulnerable sectors search that is satisfactory to CASS

### **Other Required Skills**

- A vehicle and valid driver's licence is required.

This position falls under the Caregivers Act. For full details please visit the site below:

Caregivers – Employment standards exceptions | Alberta.ca

Bill 2: An Act to Make Alberta Open for Business

<https://www.alberta.ca/es-exceptions-caregivers.aspx>

**Referral Program:** If you have been referred by an existing CASS staff member, please indicate who referred you in your cover letter so that you can both benefit from our referral program!

We thank all applicants in advance for their interest in this position, however, only those selected for an interview will be contacted.

No phone calls please.