

## **JOB DESCRIPTION RELIEF SUPPORT WORKER**

<b>Position Title:</b>	Relief Support Worker
<b>Department:</b>	Specific Sites as required
<b>Reporting To:</b>	Case Coordinator, Jarvis
<b>Supervises:</b>	N/A
<b>Category:</b>	Casual
<b>Location:</b>	Toronto – Program Sites
<b>Salary Range:</b>	As per Fife House Policy

### **PURPOSE OF POSITION**

To carry out the policies and programs of Fife House as determined from time to time by the Board of Directors, in particular with respect to the provision of needed emotional, practical or other supports to residents when full-time staff are not available.

### **QUALIFICATIONS**

- 2 years demonstrated experience working with hard-to-house populations including people who use substances, have mental health issues or have been living within the shelter system for significant periods of time;
- PSW, HCA and/or Human services diploma;
- Excellent interpersonal and communication skills and ability to maintain a cooperative working environment;
- City of Toronto Mandatory Hostels Training Certificate preferred;
- Good working knowledge and commitment to harm reduction principles and practices;
- Knowledge of HIV infection in the current context;
- First Aid, CPR and Non-violent crisis intervention training;
- Ability to work effectively in independent settings as well as within teams;
- Comfort with the diversity of people;
- Combination of experience and education in some or all of addictions, corrections, disruptive behavior management, AIDS, health care;
- Must be able to work shift work and have a willingness to do overnight shifts;
- Good working knowledge of the Tenant Protection Act and ORHT processes.
- Good computer skills.

### **ACCOUNTABILITY**

Relief Support Workers report directly to the Jarvis Case Coordinator and in consultation with other Case Coordinators and/or the Director of Residential Programs as required.

## **AREAS OF ACTIVITY**

Resident Relations	<ul style="list-style-type: none"><li>• Contribute to the home-like atmosphere through interaction with residents and the stimulation of leisure activities.</li><li>• Support residents to carry out the negotiated care plan.</li><li>• Follow operational manual shift duties as per residential programs being covered.</li><li>• Contributes to decisions made concerning resident care plans.</li><li>• Make referrals and/or engage in community liaising with various community agencies on the client's behalf.</li></ul>
Personal Care	<ul style="list-style-type: none"><li>• When residents are not well enough to do the tasks of daily living, staff will assist with cleaning, cooking, laundry, shopping, bathing, toileting, shaving and making transfers.</li><li>• Other tasks as needed.</li></ul>
Communication	<ul style="list-style-type: none"><li>• Makes regular entries to the staff communication Log and files of individual residents.</li><li>• Keeps up to date on the situation of residents.</li><li>• Enter all required statistical data during shift to OCASE.</li></ul>
Support Systems	<ul style="list-style-type: none"><li>• Proposes improvements to the service provision.</li><li>• When requested coordinates service with other providers or personal supports.</li></ul>
Professional Development	<ul style="list-style-type: none"><li>• Sets annual performance goals in consultation with supervisor.</li><li>• Attends Fife House in-service training opportunities as arranged.</li></ul>
Administrative & Financial Management	<ul style="list-style-type: none"><li>• Manage petty cash and care services; follow financial procedures around the use of petty cash.</li></ul>

## **PROBATIONARY PERIOD**

As per Fife House policy

Revised: September 2007