

CLASSIFICATION GRID: 33  
BENCHMARK NUMBER: 81402

BENCHMARK TITLE: DETOX WORKER 2  
JOB FAMILY: CLIENT SERVICES

**SCOPE AND LEVEL DEFINITION**

Assesses clients during the detoxification process. Admits and discharges clients, and may supervise staff.

**TYPICAL FUNCTIONS AND RESPONSIBILITIES**

1. Assesses clients' physical and psychological status during intoxication, withdrawal, and stabilization. Monitors and documents changes, and makes required referrals to physician or emergency services. Provides input into case management as required.
2. Performs client admission and discharge duties such as charting and developing discharge summaries.
3. Supervises staff by performing duties such as assigning work, providing feedback and evaluation, determining training requirements, orienting new staff, and maintaining timekeeping and attendance records. Resolves staffing problems, including calling in staff to ensure appropriate staffing levels.
4. Administers and dispenses medication to clients as required, in accordance with established policy.
5. Monitors client interaction and behaviour and provides crisis intervention such as first response to suicide threats and medical emergencies, managing the situations as required.
6. Facilitates group and/or individual discussions by providing supportive counselling and education in areas such as guiding clients through relaxation techniques, behaviour management, and providing nutritional information.
7. Takes and records vital signs such as blood pressure, pulse, and respiration.
8. Assists clients to maintain personal hygiene.
9. Completes and maintains related records and documentation such as medication records, client files, and logbooks.
10. Performs other related duties as assigned.

QUALIFICATIONS

Typical Education, Training, and Experience

- Diploma in Community Social Service
- Certificates in CPR and First Aid
- Recent, related experience of two years  
Or an equivalent combination of education, training, and experience  
Or other Qualifications determined to be reasonable and relevant to the level of work

Typical Skills and Abilities

- Ability to communicate effectively, both verbally and in writing
- Physical ability to carry out the duties of the position
- Ability to work independently and in cooperation with others
- Ability to operate related equipment
- Ability to organize and prioritize
- Ability to establish and maintain rapport with clients
- Ability to observe and recognize changes in clients
- Knowledge of alcohol and drug abuse treatment approaches
- Ability to handle conflict
- Ability to supervise