

BENCHMARK

COMMUNITY SUBSECTOR COLLECTIVE AGREEMENT *Support Worker 1 (Program Name)*

CLASSIFICATION GRID: 21

BENCHMARK TITLE: SUPPORT WORKER I (PROGRAM NAME)

BENCHMARK NUMBER: 81501

JOB FAMILY: CLIENT SERVICES

SCOPE AND LEVEL DEFINITION

Assists clients with mental, developmental, and/or physical disabilities to live successfully in the community by providing a variety of day-to-day physical, emotional, and social supports, life skills assistance, information, resources, and demonstrations, in accordance with pre-established care schedules.

TYPICAL FUNCTIONS AND RESPONSIBILITIES

1. Provides feedback and input regarding clients' needs, performance, and progress.
2. In accordance with established care plans, assists clients with the development of life skills such as maintaining personal hygiene, housekeeping, meal planning and preparation, meeting financial obligations, making and keeping appointments, and interpersonal skills by methods such as demonstrating and modeling appropriate actions.
3. Administers medication to clients and provides medication reminders, in accordance with established policy.
4. Participates in and oversees various client-focused social and recreational activities.
5. Identifies available social, economic, recreational, and educational services and resources in the community that will meet clients' needs. Provides clients with related information.
6. Assists clients with activities of daily living such as feeding, lifts and transfers, grooming, and toileting.
7. Accompanies clients on outings such as appointments, shopping, and leisure activities.
8. Completes and maintains related records and documentation such as statistics, progress reports, and daily logs.
9. Receives client feedback, and inquiries and complaints, and responds as required.
10. Performs housekeeping duties such as sweeping and mopping floors, vacuuming, dusting, washing dishes, and laundry.
11. Performs outdoor residence maintenance duties such as mowing lawns.
12. Provides direction to volunteers as required.
13. Performs other related duties as assigned.

Implementation Date: May 2, 2003 (*Amended April 1, 2006*)

81501

Revision Date: *April 1, 2016

1-5

(*grid level change per wage comparability adjustments)

Grid level updated: April 1, 2019 (per CIU Com-157)

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QUALIFICATIONS

Typical Education, Training, and Experience

- Grade 12
- Certificate in Community Social Service
- Class V BC Driver's License
- Certificates in CPR, First Aid, and Food Safe
- Recent, related experience of one year
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

- 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 communicate effectively, both verbally and in writing
- Ability to organize and prioritize
- Ability to observe and recognize changes in clients
- Ability to establish and maintain rapport with clients
- Home management skills
- Ability to instruct
- Ability to analyze and resolve problems
- Conflict resolution and crisis intervention skills