

# BENCHMARK

## COMMUNITY SUBSECTOR COLLECTIVE AGREEMENT *Support Worker 2 (Program Name)*

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CLASSIFICATION GRID: 34

BENCHMARK TITLE: SUPPORT WORKER 2 (PROGRAM NAME)

BENCHMARK NUMBER: 81502

JOB FAMILY: CLIENT SERVICES

### SCOPE AND LEVEL DEFINITION

Assists clients with mental, developmental, and/or physical disabilities to live successfully in the community by determining appropriate care to meet individual needs and situational requirements. Provides a variety of day-to-day physical, emotional, and social supports, advocacy, life skills assistance, information, resources, and demonstrations.

### TYPICAL FUNCTIONS AND RESPONSIBILITIES

1. Participates in case planning with clients and/or healthcare providers by performing duties such as interviewing clients to identify problems and needs, obtaining required information from a variety of sources such as families and care providers, documenting client needs and wants, and assisting clients to determine appropriate programs.
2. Advocates for clients by problem solving in areas such as landlord-tenant disputes, financial assistance, accessing community resources, and obtaining volunteer placements.
3. Observes clients, identifies and assesses potential emergency situations, and develops short-term strategies to deal with such situations. Reports medical, behavioural, and other problems as required. Provides feedback and input regarding clients' needs, performance, and progress.
4. Provides supportive counselling, demonstrations, modeling, and behaviour management to clients, their families, and their personal networks, to assist with the development of physical, social, emotional, and life skills such as maintaining personal hygiene, housekeeping, meal planning and preparation, meeting financial obligations, making and keeping appointments, and interpersonal skills.
5. Administers medication to clients and provides medication reminders, in accordance with established policy.
6. Identifies available social, economic, recreational, and educational services and resources in the community that will meet clients' needs. Provides clients with related information.
7. Facilitates clients' physical, recreational, educational, and employment needs by performing duties such as arranging for clients to be transported to programs/services, assisting clients to attend appointments, and implementing programs.
8. Carries out administrative transactions such as petty cash, client accounts, collecting rents and money from clients for personal items, and making deposits and withdrawals.
9. Completes and maintains related records and documentation such as care plans, progress reports, statistics, and daily logs.

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

81502

Revision Date: \*April 1, 2016

1-6

(\*grid level change per wage comparability adjustments)

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

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10. Receives client feedback, and inquiries and complaints, and responds as required.
11. Provides direction to volunteers as required.
12. Assists clients with activities of daily living such as feeding, lifts and transfers, grooming, and toileting.
13. Performs other related duties as assigned.

### QUALIFICATIONS

#### Typical Education, Training, and Experience

- Diploma in Community Social Service
- Class V BC Driver's License
- Certificates in CPR, First Aid, and Food Safe
- 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

- 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
- Advocacy skills