



## ABOUT US

Turning Leaf Support Services is a non-profit, charitable organization dedicated to providing crisis and treatment services to those experiencing intellectual challenge and mental illness.

Our services are provided by caring, skilled community members that are dedicated to helping those experiencing intellectual challenge and mental illness. Our employees are deeply committed to working with participants in addressing the seemingly insurmountable obstacles they face every day: addiction, discrimination, homelessness, poverty, stigma, isolation, and loneliness. Turning Leaf Support Services builds trusting relationships with people, helping them engage a process of change and providing a sense of hope.

Being a part of the Turning Leaf family means you will have the opportunity to make a direct and positive impact on people's lives every day. The work is challenging in all the best ways and deeply rewarding. Many of our employees say they have found their life's purpose while working here.

Turning Leaf Support Services provides ongoing, meaningful training to ensure we remain an industry leader, that our employees have the skills and confidence to be successful in their careers, and so our participants receive the best possible support services to help them live the life they imagine for themselves.

We are an organization that pledges to uphold a workplace culture of inclusion, diversity, compassion, and respect. We are constantly growing, and we are always hiring. If you feel called to be a part of the Turning Leaf team, please apply today.

## COMMUNITY SUPPORT WORKER JOB SUMMARY

The Community Support Worker will provide our person-centered supports to participants who live within the community in various living arrangements. Community Support Workers will work directly with our participants in helping set goals and making healthy life choices.

Community Support Workers will work closely with and report to the Community Support Clinical Case Managers and Supervisors to observe, plan, implement and execute programs and activities that promote and encourage learning and development in daily living, social and life skills.

## ESSENTIAL REQUIREMENTS

- Cover letter and updated resume
- 18 years of age or older
- Available anytime 35 - 40 hours p/week (Full time)
- Available anytime 15 – 25 hours p/week (Part time)
- Clear Criminal Record Check with Vulnerable Sector Check, Adult Abuse Registry Check and Child Abuse Registry Check (no older than three months)

- Valid Standard First Aid / CPR Certification
- Minimum two years direct support experience working in a residential or community setting
- Completion of a Post-Secondary Education in Human Services (Certificate, Diploma or Degree) is considered an asset
- Three employment references

## QUALITIES AND QUALIFICATIONS

Turning Leaf Community Support Workers must possess the capacity to be aware of and control one's own emotions. Moreover, Community Support Workers must be able to handle interpersonal relationships judiciously, empathetically, and professionally while executing their responsibilities and providing Turning Leaf's person-centered supports.

- Working with adults who are living with an intellectual challenge, mental illness and who are in conflict with the law
- De-escalating aggressive behavior
- Conflict resolution skills
- Aptitude towards managing crisis
- Excellent written and oral communication skills
- General knowledge of electronic reporting

## SUMMARY OF JOB DUTIES AND RESPONSIBILITIES

- Maintain up-to-date files on participants (static and dynamic information)
- Maintain daily process notes on Support Worker activities and multi-system interactions
- Maintain Annual and Bi-annual reports on participants
- Write incident reports in collaboration with Clinical Case Management
- Oversee and maintain an awareness of cumulative health care of the participant (including general practitioner, dentist, ear and eye specialists, and psychiatrist appointments)
- Maintain a list of accurate medications
- Report at-risk participant activities verbally (including via telephone) and in writing to Case Management
- In consultation with Clinical Case Manager/Clinical Supervisor, develop an individualized support plan for the participant, using available data pertaining to the participant
- Maintain an awareness (and record) of the participants' known diagnoses and symptomatic behavior. Support plans to reflect the participant's mental health experience
- In conjunction with Clinical Case Manager/Clinical Supervisor, engage participants in a process of goal setting, planning and acquisition as it pertains to living safely and independently in the community
- In collaboration with Clinical Case Manager/Clinical Supervisor, address needs pertaining to participant transition as necessary
- When deemed appropriate by the Clinical Case Manager/Clinical Supervisor, be responsible for the planning and implementation of transition of participants to other programs within or outside of Turning Leaf
- Implement recreation/leisure programs

- Other duties as assigned

#### **COMMUNITY SUPPORT WORKER BENEFITS**

- Health Benefits (Full-time employees)
- GRRSP Program (optional)
- Paid Wellness Time (Full-time employees)
- Bereavement and Compassionate Care Time
- Mileage Reimbursement (when applicable)
- Employee Assistance Program (EAP)
- Paid training (First Aid/CPR, NVCI, VPA, etc.)

#### **HOW TO APPLY**

**Please submit your detailed cover letter and resume to [hr@turningleafservices.com](mailto:hr@turningleafservices.com)**