



## 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.

## RESIDENTIAL SUPPORT WORKER JOB SUMMARY

Turning Leaf Support Services' Residential Support Division is designed to provide 24-hour, in facility, person-centered supports to adults (or individuals transitioning to adulthood) who are living with intellectual challenge, developmental disability and/or mental illness.

Residential Support Workers will work directly with our participants in helping set goals and making healthy life choices. Residential Support Workers will work closely with and report to the Residential Supervisors and Team Leads 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)
- Available anytime 15- hours p/week (Casual)

- Clear Criminal Record Check with Vulnerable Sector Check, Adult Abuse Registry Check and Child Abuse Registry Check (no older than 3 months)
- Valid Standard First Aid / CPR Certification
- Minimum one-year 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 Residential Support Workers must possess the capacity to be aware of and control one's emotions. Moreover, Residential 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.

In addition, every Residential Support Worker must possess experience with and skills in:

- Excellent written and oral communication skills
- 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

## SUMMARY OF JOB DUTIES AND RESPONSIBILITIES

Care and Supervision of the residents- includes, but not limited to:

- Helping residents with daily activities
- Supervising, guiding, and directing residents
- Monitoring and/or administering medications
- Monitoring basic medical care and follow-ups
- Ensuring fire safety and Public Health Standards are maintained
- Maintaining required records
- Consulting with supervising agency, licensing authorities and other agencies involved with resident care
- Encouraging residents to participate in social/recreational activities

Dietary/Food Services- includes, but not limited to:

- Menu planning
- Preparing and serving food consistent with Canada's Guide to Healthy Eating
- Preparing special diets
- Consulting food service specialists and licensing personnel, as required
- Cleaning food, preparation and eating areas

Domestic Support/ Facility Maintenance- includes, but not limited to:

- Cleaning – vacuuming, dusting, sanitizing food preparation areas and bathing facilities daily
- Removing trash
- Doing scheduled weekly, monthly and seasonal cleaning maintenance tasks
- Making beds and changing linens
- Doing laundry
- Night duty staff shall make regular rounds
- Attend training and staff meetings when necessary; they are to be treated like a scheduled shift
- Written reports are maintained throughout your shift as per licensing standards
- Successfully create and submit incident reports when required

**RESIDENTIAL SUPPORT WORKER BENEFITS**

- Health Benefits (Full-time employees)
- GRRSP Program (optional)
- Paid Wellness Time (Full-time employees)
- Bereavement and Compassionate Care Time
- Awake Overnight Premium
- Employee Assistance Program (EAP)
- Paid training (First Aid/CPR, NVC, VPA, etc.)

**HOW TO APPLY**

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