



## ABOUT US

Turning Leaf is a non-profit, charitable organization that provides person-centered, crisis and treatment services to low and high-risk vulnerable and marginalized individuals living with mental illness and intellectual challenge in our community. Turning Leaf's support is customized to every individual's needs and risk level. We offer crisis-intervention and treatment services, community support, day program services, residential support (including emergency housing, 24-hour homes, cluster housing, and home share), a harm reduction program, clinical services, indigenous services and more.

*We are proud to be recognized as one of Manitoba's Top Employers of 2023. This honour distinguishes Turning Leaf as a leader in our industry, and as one of the top places to work in the province.*

## WHO WE SUPPORT

The participants of our programs are often deeply impacted by their circumstances which can become barriers to living safely and independently in the community. Trauma, homelessness, poverty, addictions, discrimination, sexual exploitation, societal stigmas, and lack of access to resources are some of the barriers our participants face every day.

## MAKE AN IMPACT

Being a part of the Turning Leaf team 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 provides ongoing, meaningful training to ensure we remain an industry leader and that our employees have the skills and confidence to be successful in their careers. We are an organization that pledges to uphold a workplace culture of inclusion, diversity, compassion, and respect.

We are growing more and more all the time and we are always hiring. If you feel called to be a part of the Turning Leaf team, please apply today.

***New Hire Incentive Program: Full/Part-Time new hires will receive a \$200 bonus after six months of employment.***

## JOB SUMMARY

A Direct Support Worker will provide our service to participants who require support in the community and day program settings. Direct Support Workers work closely with Clinical Case Manager/Supervisor to observe, plan, and implement activities to facilitate learning and development in daily living, social and life skills specific to the participant's individual needs.

Community support is supporting adult individuals in the community, where much of the focus is on building life/social skills and vocational opportunities. Through ongoing support, individuals will become familiar with recourses available within their community, receiving assistance with advocacy around medical, legal, and housing matters.

Day Program support offers support to adult individuals in program-based community setting. Days are structured around building life skills, vocational opportunities while adding a social element with like-minded peers. The balance of skill-based learning combined with creative activities around the community allows for those who attend to gain peer connections as well as access to resources within their community.

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

### **QUALITIES AND QUALIFICATIONS**

- Ability to write clear concise reports.
- Organizational and planning skills with related decision-making abilities
- Excellent communication and conflict resolution skills
- Strong interpersonal skills and an ability to work effectively as part of the team.
- Provide a fair and consistent, non-judgmental work ethic.
- Demonstrates fiscal responsibility and accountability.
- Effective in appreciating the cultural diversity of the participants and able to preserve the dignity and respect of each participant
- Overall, you are able to maintain a courteous, diplomatic, and professional manner at all times

### **SUMMARY OF JOB DUTIES AND RESPONSIBILITIES**

- To adhere to the participant-centered values of Turning Leaf Community Support Services and Manitoba Family Services and Housing.
- In conjunction with Clinical Case Manager/Supervisor, engage participants in a process of goal setting, planning and acquisition as it pertains to living safely and independently in the community and day program.
- Implement recreation/leisure/vocational programs.
- To not use any physical force when working with a participant. Unless there is a present physical risk to the individual, or to another individual, including the service provider, physical restraint should never be used.
- To assist and collaborate when applicable with any or all other collateral agencies as a representative of Turning Leaf Community Support Services Incorporated. To conduct ourselves in a professional manner when in the course of such business.
- Maintain up-to-date files on participants (static and dynamic information).

- 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 etc).
- Report at-risk participant activities verbally and in writing to Case Management
- To inform Clinical Case Manager/Supervisor of any change in their employment status and disclose any conflict of interest (e.g., Driving record, upcoming obligations, relationships with fellow staff/participants) that may compromise their position or effectiveness.
- As required, to provide and implement behavior management strategies, training, and support in a non-intrusive, non-threatening, non-manipulative, supportive manner, in the least restrictive environment as is possible.
- To be available for training as requested
- Attend staff meetings as required and attend an evaluation of service contract status as required.
- Other duties as assigned.

## **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 Family Assistance Program (EFAP)
- Paid training (First Aid/CPR, NVCI, VPA, etc

## **HOW TO APPLY**

Applicants can express their interest by submitting a cover letter that clearly demonstrates why they are the ideal candidate (cover letters must cite specific examples congruent with the posting requirements) along with their resume to [careersmb@tlservices.ca](mailto:careersmb@tlservices.ca) We thank all applicants, but only those being considered for an interview will be contacted.

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*Turning Leaf Services is an equal opportunity employer that pledges to uphold a workplace culture of inclusion, diversity, compassion, and respect. Turning Leaf offers competitive salaries and excellent benefits and is committed to cultivating an environment where work-life balance is valued.*