



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.

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 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 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

RESIDENTIAL SUPPORT WORKER JOB SUMMARY

Turning Leaf Support Services' Residential Support Division is designed to provide 24-hour, in facility, person-centered supports to individuals 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

- **As this is a female participant home, only female applicants will be contacted**
- 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-less p/month (Casual)
- Clear Criminal Record Check with Vulnerable Sector Check, Adult Abuse Registry Check and Child Abuse Registry Check (no older than three months)
- A Child and Youth Care Certificate or Post-Secondary Education in a related field is an asset
- An understanding of aboriginal culture and issues facing youth in care is an asset
- Knowledge of CFS licensing protocols and procedures is an asset
- Valid Standard First Aid / CPR Certification
- Minimum one-year direct support experience working in a residential or community setting
- 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:

- Effective time management skills as well as the ability to work in a fast-paced environment
- Strong communication and organizational skills with experience in written documentation
- Demonstrated ability to work independently with strong problem-solving skills
- Excellent interpersonal skills with the ability to relate to youth
- Highly skilled in conflict resolution
- Experience in working with youth facing addiction issues and understanding of treatment models
- Experience working with youth living with mental illness and intellectual challenges
- Knowledge of the justice system is an asset
- De-escalating aggressive behavior
- Aptitude towards managing crisis

SUMMARY OF JOB DUTIES AND RESPONSIBILITIES

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

- Helping residents with daily activities
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- Monitoring and/or administering medications
- Monitoring basic medical care and follow-ups
- Maintaining required records

- Encouraging residents to participate in social/recreational activities this will include supporting participants in community-based settings.
- Dietary/food services including preparing/serving meals
- Domestic support/facility maintenance including and not limited to cleaning, laundry, trash removal etc.
- 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
- Other duties as assigned

RESIDENTIAL 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)
- Awake Overnight Premium
- 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 We thank all applicants, but only those being considered for an interview will be contacted.

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.