

## Community Connections Support Services

275 Rutland Road North  
Kelowna, BC V1X 3B1  
t: 250.491.2907  
f: 250.491.2920

15B View Street  
Nelson, BC V1L 2T9  
e: mail@commconn.ca  
w: www.commconn.ca

RPO PO Box 20004  
Tamarack Mall  
Cranbrook, BC V1C 6K5  
toll free: 1-888-491-2907

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## Community Connections Support Services Job Description

**Position:** Support Worker

**Core Function:** To deliver the one to one support, assistance and education required in our Residential and Community Support Services in accordance with Community Connections principles, policies and procedures. To assist in the coordination and management of personal, medical, financial and team support.

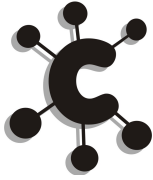
**Reporting Relationship:** Support Workers report to the Service Coordinator (Joel Gunther, Vivienne Prather, or May Zubot).

### Standards of Performance:

1. Will have respectful interactions with the people receiving services, their families and advocates, co-workers, the funding source, and the community in general to maintain an effective Residential and Community Support Service.
2. Will establish and maintain effective working relationships and lines of communication with people receiving services, their families and advocates, the funding source, other agencies and service providers, and the community in general.
3. Will participate in setting a climate that supports the people we support, and our fellow support workers by promoting dignified support and functioning lines of communication between all involved parties.
4. Will ensure support is always rooted in the choices, needs, health, and personal vision of the people we support.
5. Will ensure a climate of respectful support rooted in the understanding that Home Share locations are FIRST AND FOREMOST A HOME AND COMMUNITY.
6. Will maintain a professional and responsive point of contact with all stakeholders.

### Details of Function:

1. Will participate in an orientation and ongoing training events especially related to facilitating non-paid relationships and community inclusion.
2. Will provide supports which will promote dignity, choice and ownership for the people we support.
3. Will provide one to one attention, support and education in the following areas:
  - a) social interaction
  - b) relationship building



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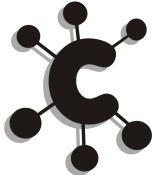
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- c) communication
  - d) coping and problem solving
  - e) emotional support
  - f) recreation and leisure
  - g) community awareness and accessibility
  - h) personal safety and safety awareness
  - i) physiotherapy and occupational therapy
  - j) health care and personal care
  - k) routine home and community activities
  - l) as outlined in this service's Schedule A (contract) and directly reflecting the personal choices and needs of the people we support.
4. Will facilitate non-paid relationships and community inclusion, rooted in all areas of service.
  5. Will liaise with and provide relevant support to each person's family, community services, professionals, the funding source, family members, and relevant others as required.
  6. Will prepare all required documentation objectively and monitor all other documentation as required.
  7. Will utilize typical generic services with the provisions of supports needed to make these functional for the individuals served.
  8. Will participate in person's case management team by assuring prep work is completed, goals and plans are followed through and that the people we support have a voice in this process.
  9. Will participate in performance reviews of one's own work.
  10. Will participate in the development and maintenance of integrated recreational and social activities.
  11. Will attend and participate in scheduled team meetings and ensure minutes are recorded (as required).
  12. Will report to the Service Coordinator and/or Director (Brian Burnham) and document all critical incidents immediately.
  13. Will follow all Community Connections Support Services policies and procedures (including safety, emergency, and behavioural policies and procedures).
  14. Will assist in the management of the personal finance program costs of the people we support and maintain current financial records.

### Qualifications:

1. Strong personal values based on self determination, autonomy, and dignity for all individuals.
2. Strong interpersonal skills and supervision skills.
3. Post secondary education specially related to the Human Services.
4. Training and /or experience in community based human services.
5. Demonstrated skills in working with individuals and families utilizing services.
6. Will have a valid class 5 B.C. drivers license and First Aid certificate, 2 million dollars liability auto insurance, business auto insurance (if you use your vehicle at work more than 4 days per



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- month) and successfully complete a Criminal Record Check and Driver's Abstract.
7. Proficiency in applicable computer software and programs.

Created: May 2009  
Revised: August 2011  
Revised: August 2012  
Reviewed: August 2013  
Reviewed: August 2014  
Revised: August 2015  
Revised: August 2016  
Revised: June 2017  
Revised: November 2017