

**Benchmark Title**      **COMMUNITY SUPPORT WORKER – 10**

**Grid Level**              10 – JJEP Wage Grid

**Job Summary**            Assists clients with their physical, economic, vocational, recreational, social, emotional and daily life skills development. Assists clients to achieve the greatest degree of independence and quality of life possible.

- Key Duties and Responsibilities**
1. Participates in assessment, goal setting and program planning such as Personal Service Plans for individuals. Documents and implements the plan. Provides input into the evaluation of the program.
  2. Evaluates client needs and develops short term plans to meet such needs with the active participation of clients and their families.
  3. Assists clients to function more independently in their own homes and in the community. Assists clients with daily life skills, social skills and/or behaviour management. Teaches and assists clients with activities such as grooming, basic cooking, money management, shopping, household safety, pet care. Facilitates physical, recreational, educational, social and vocational activities.
  4. Recognizes, analyzes and deals with potential emergency situations such as clients' aggressive behaviour to minimize potential harm to the clients and/or the public. Reports problems to the supervisor.
  5. Administers medication to clients in accordance with established policy.
  6. Ensures health and safety standards are maintained.
  7. Reviews and evaluates clients' progress and makes adjustments to programs as required. Provides feedback and support to clients and/or their families.
  8. Accompanies and/or transports clients to activities such as appointments, shopping or leisure activities.
  9. Provides written and/or verbal reports regarding clients' daily activities and progress. Ensures that all required documentation is complete and accurate.
  10. Identifies social, economic, recreational, physical, vocational and educational services in the community that will meet clients' needs. Maintains liaison with other agencies, professionals, government officials and the community.
  11. Performs other related duties as required.

**Qualifications**            *Education and Knowledge*

Diploma in a related human / social service field.

*Training and Experience*

One (1) year recent related experience.

Or an equivalent combination of education, training and experience.

**COMMUNITY SOCIAL SERVICES JOB EVALUATION PLAN  
RATING RATIONALE**

**BENCHMARK TITLE: Community Support Worker**

FACTOR	REASON FOR CLASSIFICATION	DEGREE	POINTS
1	Education and Knowledge – Requires completion of a diploma in Human Services such as Human Service Worker or Social Service Worker	4	75
2	Training and Experience – Requires 1 year recent related experience	3	75
3	Physical Demands – Occasionally required to lift and carry clients in awkward positions	5	35
4	Concentration – Observes clients almost continuously involving a moderate level of vigilance and attentiveness	5	42
5	Independence – Guided by general procedures, select from alternative courses of action to develop short term plans to assist clients	4	57
6	Judgement – Assesses client needs and chooses an approach using accepted methods to assist clients with economic, vocational, recreational, social, emotional, and daily life skill development	4	57
7	Leadership/Supervision – Little or no responsibility	1	20
8	Accountability – Direct impact on service provided to clients to meet their daily living needs	3	43
9	Communication – Facilitates client's participation in daily living skills development and planning	4	57
10	Care of Individuals – Implements care plans such as PCPs to assist clients to achieve the greatest degree of independence possible	4	40
11	Environment/Working Conditions – Sometimes exposed to moderately undesirable working conditions in the form of clients who are uncooperative or have aggressive behaviour and assisting with activities of daily living	5	42
<b>Total Points</b>			<b>543</b>
<b>Grid Level</b>			<b>10</b>