

**Benchmark Title**      **RESIDENCE WORKER, SENIOR – 12**

**Grid Level**              12 – JJEP Wage Grid

**Job Summary**              Assists the supervisor in providing orientation, training, work direction and guidance to residence workers. Assists clients to live successfully in residential settings such as group homes. Ensures that clients' physical, emotional, social, educational, medical needs are met. Assists clients to enhance quality of life with activities of daily living and the development of life skills.

- Key Duties and Responsibilities**
1. Assists the supervisor in providing orientation, training, work direction and guidance to residence workers by performing duties such as clarifying program policies, reviewing work, and scheduling residence workers. Provides input to residence workers' performance evaluations.
  2. May oversee the operation of the residence in the absence of the supervisor or as directed.
  3. Participates in the assessment, goal setting and program planning (Personal Service Plan) for individuals living in a residence. Documents, implements and provides input into the evaluation of the program.
  4. Provides life skills training such as meal preparation, housekeeping, personal care skills and personal finance and implements personal service plans.
  5. Assists clients with activities of daily living such as feeding, lifts, transfers, hygiene, grooming and toileting.
  6. Participates in various client-focused activities in accordance with care plans.
  7. Recognizes, analyzes and deals with potential emergency situations such as clients' aggressive behaviour to ensure no harm comes to the client and/or the public. Reports problems to the supervisor.
  8. Administers medication to clients in accordance with established policy.
  9. Assists with case management by identifying potential problems and reporting any difficulties. Provides input to counsellor, professional with regard to the development of appropriate program plans to achieve residents' objectives. Contributes to the evaluation of residents' progress and prepares reports.
  10. Provides emotional support and feedback to residents and their families.
  11. Transports and assists residents to appointments, shopping or leisure activities.
  12. Performs residence maintenance and housekeeping duties such as laundry, sweeping, mopping floors, mowing lawns, inventory, shopping, cleaning equipment and food services.
  13. Maintains reports such as statistics, logbooks, daily activities on residents.
  14. Identifies social economic, recreational and educational services in the community that will meet clients' needs. Maintains liaison with other agencies, professionals, government officials and the community.
  15. Performs other related duties as required.

**Qualifications**              *Education and Knowledge*  
Certificate in a related human / social service field.

*Training and Experience*  
Two (2) years recent related experience.  
Or an equivalent combination of education, training and experience.

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

**BENCHMARK TITLE: Residence Worker, Senior**

FACTOR	REASON FOR CLASSIFICATION	DEGREE	POINTS
1	Education and Knowledge – Requires a certificate in a related human/social service field	3	56
2	Training and Experience – Requires 2 years recent related experience	4	100
3	Physical Demands – Once in a while pushes, pulls, lifts or carries clients in awkward positions	5	35
4	Concentration – Monitors clients almost continuously to ensure that clients' needs are met	5	42
5	Independence – Guided by general procedures or instructions; selects amongst alternate courses of action to assist in the supervision of residence workers and to oversee the operation of residence in the supervisor's absence	4	57
6	Judgement – Assesses clients' practical needs and chooses an approach using accepted procedures and techniques to assist residents in activities of daily living and provide life skills training	4	57
7	Leadership/Supervision – Schedules residence workers, reviews work and provides input to performance evaluations	3	60
8	Accountability – Decisions may impact residence workers' output; work has direct impact on the final service provided but limited to within the agency	4	57
9	Communication – Facilitates participation and joint effort of residents and residence workers who are normally cooperative	4	57
10	Care of Individuals – Work involves caring for clients, including feeding, providing hygiene and emotional support	4	40
11	Environment/Working Conditions – Often exposed to highly undesirable working conditions in the form of bodily fluids and/or waste	6	50
		Total Points	611
		Grid Level	12