



POSITION PROFILE – Day Centre Support Worker

Purpose of the Position

To support adults, who are experiencing socio economic difficulties, homelessness and the complex needs associated with these issues, by providing a warm safe place and services.

Roles and Responsibilities

The Day Centre Support Worker will provide; light refreshments, mentoring and role modelling, information, referral and support to individuals accessing the centre. They will ensure a trauma informed practice approach is utilized when supporting individuals who may be experiencing homelessness, abuse, violence, mental health issues, addiction issues and other complex needs. Through mutual respect and conflict resolution, support staff will ensure a safe and welcoming environment is maintained.

Service Responsibilities:

- To utilize conflict resolution in supporting adults with complex needs
- To provide light snacks and refreshments during the day
- To complete general housekeeping and infection control
- To assist in accessing or referring to services required by the individual
- To work with other professionals and services by providing support both outside and within the centre
- To complete intakes and keep statistical information as required by the NWT Disabilities Council
- To promote choice and decision making leading to self- determination with individuals accessing the centre.
- To interact using appropriate, respectful communication and to model positive social interaction
- To maintain a positive attitude with all participants and their families
- To work well within a team
- To complete all required administration and reporting and maintain good records

Documentation and Reporting

- Maintains accurate and complete files such as Log notes, Incident Reports, etc.
- Adheres to all policies and procedures as outlined in the Policies and Procedures manual
- Uses Best Practice Standards to protect the human rights of all Care Recipients (eg confidentiality, consent to release information)
- Participates in self-evaluation in reference to program goals and objectives

Knowledge and Skills

- Strong communication and interpersonal skills
- Demonstrates sound decision making skills



- Current training requirements
- Non-judgemental attitude and good conflict resolution skills
- Ability to be flexible and creative
- Knowledge of supporting the needs of people with of complex issues
- Common sense and the ability to make decisions in sometimes stressful situations that are based on the best interest of the individual

Note: The above job description is intended to describe the general nature and level of work performed by this position. It is not intended to be an exhaustive list of all responsibilities and activities required for this position.

Attitudes

- ✓ Patient and cooperative
- ✓ Positive and friendly
- ✓ Adhere to professional boundaries
- ✓ Culturally sensitive
- ✓ Calm in stressful situations
- ✓ Honest and fair
- ✓ Self-confident
- ✓ Open to change
- ✓ Creative and flexible
- ✓ Hardworking and dedicated
- ✓ A team player
- ✓ Respectful to individuals accessing the centre
- ✓ Passionate about resolving poverty and homelessness

Working Conditions

The Support worker generally provides support within the centre during the day hours. The individuals being supported present with many significant issues which may result in on-going conflict and stress in the environment. Some individuals being supported may be under the influence of alcohol or drugs and will still receive support, if behaviour is appropriate.