



Glanbrook Community Services

Position: Community Support Worker (CSW)
Hours: Contract - 30 hours per week (negotiable)
Accountable to: Executive Director

Position:

The Community Support Worker (CSW) will be responsible for Information & Referral, assessment, intake, follow-up and overall evaluation of client needs.

This position will work in partnership with similar social service agencies to ensure comprehensive support to client health and welfare with the community.

Public Awareness within the community will be utilized at various community events and or speaking engagements.

Job Description:

- Provide intake, assessment and follow up for clients
- Assess, evaluate, plan, and revise client care/support
- Provide environment assessments when required
- Identifies social, economic, recreational and educational services in the community that will meet clients' needs
- Maintains liaison with other agencies (e.g. community social services, health related), professionals, government officials and the community.
- Recognizes potential crisis situations, analyzes such situations accurately, develops strategies to deal with such situations.
- Supportive engagement with community entities (e.g. church groups, Food Bank)
- Assist with GCS Christmas Program
- Provide health sector navigational support to clients
- Providing courteous customer service to all individuals
- Assist in public awareness events including media awareness
- Attend community informational sessions/seminars/workshops when required
- Assist in developing and maintaining program policy's
- Answer phone and/or in-person inquiries and routes to appropriate staff member if required
- Responds to routine queries regarding the agency and services provided
- Provide assisted supervision to summer staff hires
- Supervision of any student placement opportunities
- Assist and support summer Baby Sitting Program
- Represent GCS at community events / presentations as required
- Act as an advocate within the community
- Respect and protect the rights of clients, including but not limited to their right to independence, autonomy, and self-determination; their right to choose and practice individual values, beliefs, religion, and culture; and their right to privacy and dignity
- Use effective interpersonal skills to communicate complex and sensitive information
- Provide a consistently high standard of care and support for clients
- Provide direct and comprehensive care and assistance to clients with specialized and complex needs
- Ensure commitment to quality, client safety, and risk management initiatives

- Provide education and counselling to clients, families and caregivers
- Provide advocacy and support to clients
- Prepare and submit accurate reports and records
- Prepare yearly self-evaluation
- Assist with other agency duties as requested by Executive Director

Requirements:

- Minimum Social Service Worker diploma
- Strong geriatric understanding
- Strong knowledge of community social services
- Strong knowledge of the healthcare sector
- Registered with OCSWSSW is an asset
- Experience with NesdaTrak or similar software an asset
- Experience working with volunteers
- Excellent written and verbal skills
- Ability to work with multiple distractions
- Minimum five years' experience in social and community services sector

Acknowledgement and Agreement

Glanbrook Community Services is an equal opportunity employer and strives to ensure that its hiring process meets the needs of all persons.

September 2017