

COMMUNITY SUPPORT WORKERS JOB DESCRIPTION

Position Overview:

Pandora support staff provide personal, social, physical and emotional support to assigned clients. They usually work in collaboration with community outreach programs and health teams. They provide care in the community or at clients homes, and assist clients & their families in need of rehabilitation and support services.

As a Community Support Worker with Pandora Services, you will be expected to effectively communicate with the clients, their families, co-workers, management, and any other person(s) within the clients care team.

You will also be expected to effectively write reports, complete daily charts and maintain proficiency in any other forms of communication physically and/or digitally.

Key Responsibilities:

1. Provide Support to Client(s):

- Establish and maintain optimal care support to the clients based on their individual needs
- Provide counseling and guidance to clients and their families.
- Advocate for clients' rights and access to services.

2. Assisting with Personal Care:

- Assist clients with activities of daily living (ADLs) such as personal hygiene, meal preparation, household chores, medication administration, and mobility.

3. Encouraging Independence:

- Helping clients become more independent in their everyday lives by securing necessary training, counseling, workshops and/or support groups.
- Helping clients acquire opportunities such as employment to help them become more financially independent. In some cases, community support workers advocate on behalf of the client so they know their rights when it comes to legal or financial issues.
- Pandora Staff may be expected to learn and educate clients of other community resources available that may assist them.

4. Documentation & Reporting:

- Maintain accurate and up-to-date documentation of client activities, progress, incidents, and any significant observations.
- Complete required forms and reports in a timely manner, adhering to organizational policies and procedures.
- Communicate effectively with supervisors and other team members to provide updates on client status, progress, and any concerns.
- Daily charting to properly track clients medications, behaviors and daily activities

5. Planning Social and Leisure Activities:

- Aiding our clients in developing relationships with other members of the community by helping them maintain contact with friends, family and other community members.
- Developing individual activity plans according to the needs of each client to ensure there is an amicable atmosphere during leisure time.

6. Evaluation of Community Programs:

- Monitor the progress of your clients by observing them in community activities.
- Filing reports to a supervisor and/or manager to determine what community programs work best with particular types of clients.
- Conducting evaluations of the effectiveness of certain programs to make recommendations on ways to improve them.

7. Adaptability, Education & Training:

- Understand that each client is an individual with specific needs based on their unique situation.
- All Pandora staff will receive adequate training based on the individual client and will be able to translate their skills to the individualized care plan of the client.
- Pandora staff is also expected to effectively communicate with management for any additional education and/or training if needed.

8. Health & Safety:

- Adhere to health and safety protocols, ensuring a safe & secure environment for clients and staff.
- Recognize and address any potential risks and/or hazards in the client's environment.
- Follow infection control measures and proper handling of medications and medical supplies.
- Ensuring conditions are maintained to keep a hygienic & healthy environment.

Qualifications & Skills:

- Previous experience in a related field, working with individuals with disabilities and/or mental health challenges, is preferred but not required
- Valid Level 1 First Aid & CPR Level C Required
- Criminal Record Checks Required
- NVCI or MANDT training is an asset
- Physically fit and able bodied

Due to current client requirements, **all** support staff must hold a valid BC drivers license and have a reliable vehicle. **Some exceptions may apply**

Expected Skill Set:

- Strong communication and interpersonal skills to establish rapport with clients, families, and team members.
- Knowledge of person-centered care principles and the ability to provide empathetic and non-judgmental support.
- Setting appropriate boundaries
- Ability to follow instructions, work independently, and make sound decisions in a fast-paced environment utilizing your time-management & organizational skills.
- Effective problem-solving and crisis management skills.
- Physical ability to perform the required duties, which may involve assisting with lifting, transferring, and providing personal care.