

Title

Residential Support Staff

Reports to

Operations Manager of Residential and Day Programs

Job Overview

This position involves developing awareness and an understanding of each resident's abilities, interests and needs while demonstrating unconditional respect for them, their voice and point of view, and their right to be meaningfully engaged. This includes the provision of active support in accordance with the Vision, Mission and Values of our organization.

Responsibilities and Duties

In performing their duties, Residential Support Staff will adhere to the principles of Active Support. Active Support means empowering residents to do as much for themselves as possible while striking the right balance between too little support and too much. In providing this type of support where individuals are meaningfully engaged, it maximizes their choice and control.

Daily Support Duties:

- To maintain a family home environment
- To identify the strengths, needs and interests of individual residents in areas such as the following:
 - Personal hygiene
 - Care of clothing and personal belongings
 - Meal preparation
 - Etiquette
 - Household skills
 - Social skills
 - Budgeting and shopping
 - Leisure activities
 - Sexuality and self-esteem
 - Conflict resolution
 - Independence
- To actively support the residents in developing and realizing the goals they have set for themselves
- To be available to the residents to guide, assist, reinforce, encourage, lead and provide active support in any of their day-to-day activities when required or needed.
- To assist residents in providing for their personal needs, including clothing purchases and repairs, haircuts, medical and dental appointments, special occasions, etc.

- To assist residents in being properly prepared and in time for work or other events.
- To encourage good resident morale and to assist in maintaining an atmosphere which is warm, supportive, homelike and respectful.
- To assist residents in planning leisure activities and to participate in such activities.
- To observe residents for signs of illness and take appropriate action.
- To administer medications safely and to observe established safety rules in handling medical supplies.

Household Duties:

- To prepare nutritious meals according to our rotating menu.
- To actively support residents in maintaining general household cleanliness and to carry out such household tasks that residents cannot or should not undertake.
- To complete the daily duty sheets as assigned.

Communication Duties:

- To be responsible for all forms of recording or charting prescribed by the management team.
- To communicate all unresolved problems and other pertinent information to the next staff on duty and/or the management team.
- To participate in staff meetings and in-service sessions as arranged by the Operations Manager.
- To relate effectively to residents, families, advocates, neighbors, coworkers and Community Services in a manner which reflects dignity and cooperation.
- To report all health and safety concerns to the Residential Coordinator, including near misses.
- To maintain confidentiality in all matters relating to residents, in accordance to their right to privacy.

General Duties:

- To carry out all duties as assigned by the Operations Manager.
- To share mealtimes with the residents as an opportunity to create connection.
- To work rotating shifts, including holidays, nights, weekends.
- To assist in orienting new staff and visitors to the residence.
- To be familiar with approved Health, Safety & Emergency Measures, and to ensure that these are being duly applied at all times.
- To behave in an ethical manner at all times, in relation to core members, staff, and management - observing statutes and regulations of the Province (Adult Protection, Protection for Persons in Care, legislation, legal statutes), and the Policies, Procedures and Directives of Inclusion Clare.
- To have access to a vehicle for the transportation of residents.

Qualifications / Requirements

- University or college degree preferred or equivalent experience
- Valid Driver's License and own vehicle
- Ability to lift up to 30 lbs.
- Vulnerable Sector Check and a Criminal Record Check
- Good verbal and written communication skills in English and French preferred
- Personal characteristics/skills: Patience, Confidence, Self-Motivation, Trustworthiness, Problem-Solving skills, Professionalism
- Bondable