



## Wood Buffalo Wellness Society

### INDEPENDENT LIVING SUPPORTS WORKER

#### Job Description

##### **Position Summary**

The Independent Living Supports Worker provides intensive case management to residents in Tawâw. The ILS assists residents to re-connect to their community, family, cultural identity and become more independent through resident-centered and strength-based goal setting. The Independent Living Supports Worker works to enhance long term housing stability.

#### Duties and Responsibilities

##### **Program Delivery**

- Maintain an active caseload
- Assist residents with community integration, life skill development, financial stability, socio-recreational interaction and housing stability
- Review resident goals on a regular basis and revise as necessary
- Attend all relevant case management meetings that apply to the client/resident/tenant
- Address resident behaviour that has the potential to lead to eviction
- Provide intensive support to residents
- Ensure that their needs physically, emotionally, mentally and spiritually are being met through establishment of internal/external supports
- Evaluate readiness to move to a less monitored floor
- In coordination with the Director or designate, conduct an extensive review to determine if a resident is ready to be discharged at the end of one to four years to a more independent apartment or housing facility
- As part of ongoing and follow up ensure monthly rent payments are made by residents and received by the landlord
- Provide continual support to health care staff and mediate effectively on behalf of the resident as required
- Assist in re-housing residents as required
- Carry out intake shifts as required
- All other duties as assigned

##### **Financial**

- Maintain accurate mileage and expense logs for reimbursement
- Complete accurately a monthly rent reconciliation for all residents on caseload

- Assist residents with troubleshooting any issues with paying rent and/or utility bills, ensuring taxes are completed, teaching budgeting skills as necessary, ensuring expenses related to moving out and cleaning up an apartment are addressed.

### **General and Administrative Duties**

- Maintain accurate electronic case notes, computer records, program information, and critical incident reports in a timely fashion
- Maintain a current and accurate Resident file for each Individual on your case load.
- Provide latest program information & updated statistics and any other reports as required
- Participate in probationary evaluations and annual performance review.
- Attend scheduled staff and supervision meetings
- Perform other duties as required

### **Qualifications**

#### **Education and Experience**

- Degree or Diploma in Human Services or related discipline
- Minimum of one year related employment experience
- Alberta Class 5 License, satisfactory driver's abstract and a vehicle

#### **Knowledge, Skills and Abilities**

- Strong written and verbal communication and interpersonal skills, result oriented, good time management, strong organizational and problem-solving skills
- Good working knowledge of Microsoft Word and Excel programs
- Familiarity with issues of poverty, homelessness and Edmonton's urban core
- Familiarity working with high risk populations and an understanding of Aboriginal cultures, history and current issues
- Ability to speak Cree, Blackfoot or Dene a definite asset

#### **Conditions of Work**

- Some evening and weekend work required
- Operation of personal vehicle with required insurance

#### **Personal Characteristics:**

The Independent Living Supports Worker should demonstrate competence in all of the following:

- *Behave Ethically:* Understand ethical behaviour and business practices and ensure own behaviour is consistent with these standards and aligns with the mission and core values of Natural Law that are practiced in Tawâw, Wood Buffalo Wellness Society.
- *Build Relationships:* Establish and maintain positive working relationships with others, both internally and externally, to achieve the goals of the organization.
- *Communicate Effectively:* Speak, listen and write in a clear, thorough and timely manner using appropriate and effective communication tools and techniques. (able to use tact a judgement in dealing with difficult situations)

- *Cultural Sensitivity*: to the realities, and impact of Aboriginal peoples historical legacy
- *Focus on Resident Needs*: Anticipate, understand, and respond to the needs of residence and the community, to meet or exceed their expectations within the organizational parameters.
- *Foster Teamwork*: Foster, sustain and role model productive team management practices, and contribute to a positive team environment. Share expertise and knowledge to support, coach and develop others.
- *Make Decisions*: Assess situations to determine the importance, urgency and risks, and make clear decisions that are timely and in the best interests of the resident and organization.
- *Organizational Skills*: Set priorities, develop a work schedule, monitor progress towards goals, and track details/data/information/activities.
- *Plan*: Determine strategies to move the organization forward, set goals, create and implement action plans, and evaluate the process and results.
- *Solve Problems*: Assess problem situations to identify causes, gather and process relevant information, generate possible solutions, and make recommendations and/or resolve the problem.

**Screening Requirements:**

- Criminal Record Check
- CWIS Check
- Driver's abstract, valid driver's license and proof of \$2 million liability insurance

**Training Requirements:**

- Standard First Aid and CPR
- Conflict Into Calm Training
- Suicide Prevention
- Motivational Interviewing Skills

The above-noted training must be completed during the first six months of employment.