



POSITION DESCRIPTION: Counsellor I – covering Lifestyle Support, Business Ventures, Job Links, Community Connections and Getting Connected Foundations.

1. IDENTIFYING INFORMATION

- a. Revision Date: October 2007
- b. Department: _____
- c. Main Office Location: 644 Ireland Rd., Simcoe, Ont. N3Y 4K2
- d. Main Office Phone: (519) 426-5000
- e. Base Work Location: _____
- f. Base Work Phone:
- g. Position Number:
- h. Present Classification: Counsellor I
- i. Working Title: Counsellor I
- j. Position Type: Part-time

2. POSITION SUMMARY GENERAL (Provide an overview of the position, indicating the position that is reported to, the purpose of the work, and the major responsibilities of the job).

Under the direct supervision of the Support Coordinator/Manager, the employee works as part of an Association wide habilitative team. Working in a front line capacity, the employee provides support to people with developmental disabilities. The employee while working within a Personal Outcomes context, implements activities and tasks identified in the Life Plan/My Journey process and is responsible for specific duties related to maintaining the health and safety of the people receiving support.

Life Style - The focus of the job includes providing support for people in their own homes in the community.

Job Links- The focus of the job includes providing on the job training and support for people who have jobs in the community.

Community Connection – The focus of the job includes providing non traditional career support through voluntary recreational, educational and social activities which promote active participation in community life.

Getting Connection Foundations/Respite - The focus of the job includes determining the interests and needs of people on the waiting list and transitional aged youth. Once interest and needs are determined, connections and learning opportunities are developed and delivered on a 1:1 and small group basis

Business Ventures - The focus of the job includes coaching/assisting self-employed people who operate a store or work in a small business that could include café/catering services, janitorial, carwash services and compost services.

3. POSITION DUTIES AND RESPONSIBILITIES

(List main duties describing WHAT is done, HOW it is done, and where applicable WHY. Include an estimate of the percentage of time devoted to each duty).

% Time This position encompasses 8 major components.

3.1

Lifestyle Support and Community Connections

Interaction Style

- Prevails throughout the course of all job duties.
- Provides support within a Personal Outcomes Measures context.
- Establishes and maintains rapport with all people in receipt of support through formal/informal interactions to enhance the support relationship.
 - Talks with, praises and encourages improved/successful completion of tasks in order to reinforce the individual's self-confidence in his/her ability to accept and satisfactorily fulfil responsibilities.
 - Provides support and encouragement in an ongoing manner.
 - Works as part of habilitative team offering assistance to fellow staff and staff of the other services involved with the people receiving support.
 - Presents as an appropriate role model as evidenced by objective interaction styles, inter-staff relationships and dress.

Job Links

- Prevails throughout the course of all job duties.
- Establishes and maintains rapport with all participants through formal/informal interactions to enhance support relationship.
 - Talks with participant, praising and encouraging improved/successful completion of tasks in order to reinforce participant's self confidence in his/her ability to accept and satisfactorily fulfil responsibilities.
 - Provides support and encouragement to participants in an ongoing manner.
 - Works as part of habilitative team offering assistance to fellow staff and staff of the services involved with the participants.
 - Presents as an appropriate role model to the participants of the Association as evidenced by objective interaction styles, inter-staff relationships and dress.

Business Ventures/Getting Connected Foundation/New Horizons Respite

- Prevails throughout the course of all job duties.
- Provides support within a Personal Outcomes Measures context.
- Establishes and maintains rapport with all contractors through formal/informal interactions to enhance the support relationship.
 - Talks with contractor, praising and encouraging improved/successful completion of tasks in order to reinforce the contractor's self confidence in his/her ability to accept and satisfactorily fulfil responsibilities.
 - Provides support and encouragement to contractors in an ongoing manner.
 - Works as part of habilitative team offering assistance to fellow staff and staff of the other services involved with the contractor(s).
 - Presents as an appropriate role model as evidenced by objective interaction styles, inter-staff relationships, boundary setting and dress

10%

3.2 **Life Plan/My Journey**

- Provides support according to the Life Plan/My Journey (following NACL procedures) for each person.
- Action Plans and training plans (if required) are implemented as required to meet the presenting level of need.
- Completes specific data sheets/forms as required to monitor progress.

- 10%** **3.3** **Health Care & Safety**
- Administers medications per NACL policy and procedures in order that each person receives prescribed medications to ensure his/her health and well being.
 - Administers minor health care procedures following established procedures as required.
 - Arranges for all exceptional and/or emergency medical and health care needs to be met as applicable to each person being supported.
 - Identifies any noted concerns regarding diet.
 - The incumbent may be asked to sit as a member of the Health & Safety Committee.
 - Maintain safe working practices and conditions, correcting problems as they arise, noting any concerns to the Worksite rep and Supervisor. Conduct/partake in fire drills as required by legislation..
 - Administer First Aid as required.
- 8%** **3.4** **Information Exchange/Reporting**
- At the beginning of each shift of work, reads the log/communication book to become apprised of developments and requirements for the shift.
 - During the shift and at the end of each work shift enter significant shift findings/developments in a professional manner, which will be easily understood by others.
 - Participates in staff meetings to present views on the progress of people being supported, provide feedback on any active action/or training plans, provide feedback on the activities/direction/status of the specific NACL service and to be updated on general Association information.
 - Maintains files in a concise, current, complete state.
 - Maintains established record keeping systems to meet the needs of the person being supported and Association.
 - Is friendly and responsive to the families of people in receipt of support.
 - Represent NACL in a responsible and professional manner when dealing with the people being supported, family members, inter-Association staff, other agencies and the general public.
 - Develops and maintains sound working relationships with other NACL personnel and services.
 - Maintains confidentiality of all records and information pertinent to people in receipt of support.
- 8%** **3.5** **Financial**
- follows developed systems for financial purposes as they pertain to the people in receipt of support and service, in a current, accurate manner.
 - Uses a cash float in each home for small purchases/or emergency expenses. Keeps receipts for such purchases and enters expenses in ledger book.
 - Assist people with banking following a prescribed format as required.
 - Assist people with budgeting following a prescribed format as required.
 - Assist people with making purchases as required (receipts are kept and a ledger maintained).
- 12 - 19%** **3.6** **Transportation**
- Ensures people use the transportation related services arranged to meet their presenting needs.
 - Coaches people in responsibilities involved in using public, Agency or private transportation.
 - Transports people in personal vehicle as indicated by program requirements.
 - Uses NACL vehicles to transport people as required and reports any damage of vehicles to the Director, Lifestyle Services.

43 - 50% 3.7 Support Service Responsibilities

Lifestyle Services

- Fosters active participation of people in their own home.
- Maintains the home in line with the interests and desires of the occupants, in a manner which is conducive to cooperative, successful small group living.
- Makes a concentrated effort to ensure the home is well kept and complimentary to the neighbourhood.
- Encourages active participation in the local community as indicated in the Life Plan/My Journey or as identified by the person being supported.

Job Links

- Provide on the job training and support to foster growth, skill development/maintenance for individuals in community employment.
- Maintain up to date routines for specific jobs, making changes where necessary.
- Share ideas and assist with implementation of strategies or skill development processes.
- Foster independence of individual in job related activities.
- Share ideas, which promote the services of Job Links.

Community Connections

- Offer input to a developing curriculum focused on providing creative career supports as an alternative to competitive employment.
- Implement established activities (1:1 or small group) on a regular basis independently and in co-operation with other team members using available or accessible resources so as to increase community involvement and social skills, pursue specific career interests and increase self-esteem.

Getting Connected Foundations/Respite

- Fosters active participation of people in the service.
- Maintains the physical work site in a manner which is conducive to cooperative, successful small group learning.
- Participate in Discovery Meetings as requested to ascertain the learning needs, interests and aspirations of the person requesting support.
- Lead courses following an established instructional plan to assist people in meeting their course specific goals.
- Provide input into seasonal course calendars and training curriculum.
- Assist individuals to make connections in the community to further growth and development.
- To fully understand and keep up to date on all services offered by NACL.
- To develop and maintain effective communication links between all resources, community partners and NACL services.
- All support to be delivered within the context of a Personal Outcome Measures approach.

Business Ventures

- Provides back up support to Counsellor II's to ease work flow demands and during periods of vacation.
- Fosters growth and skill development of the contractors by assisting them in their chosen career pursuits.
- Share ideas and assists with implementation of strategies for ongoing development of Business Ventures.
- Encourages active linkages with business and community members.
- Recognizes and assists contractors in expression and fulfilment of changing career needs and interests.

2% 3.8 **Other Duties** - performs other duties applicable to the assignment

4. **COMPLEXITY**

a. **Skills/Expertise Required:**

- What knowledge and skills are required to perform the duties of the position? (eg. shorthand skills, knowledge of research techniques)
- Working knowledge of the Personal Outcome Measures approach to support delivery.
- Proficient skills in the area of providing support according to individual Life Plan/My Journey.
- Ability to follow specific training plans as required to meet the needs of the people being supported.
- Knowledge of medications and demonstrated expertise in medication administration.
- Skills in the area of time management, organization, planning, basic bookkeeping, effective interpersonal communication, diplomacy and problem solving are required.
- Ability to administer the responsibilities of the position in a professional yet caring manner.
- What machines and equipment are used and what percentage of time is spent on each?
- Calculator, computer, fax, photocopier, telephone for all work settings.
- Household appliances & equipment (average 5%); vehicles (19%)
- Mechanical lifts, wheel chairs, etc.

Business Ventures: small equipment and hand tools, appliances, cash register

CC: computer (average 1%)

LS: household appliances & equipment (average 5%)

JL: computer, wheelchair lift on van

GCF: Calculator, computer, fax, photocopier, telephone for all work settings multimedia equipment, microwave,

BV: Calculator, computer, fax, photocopier, telephone for all work settings

NHR: Calculator, computer, fax, photocopier, telephone for all work settings multimedia equipment, microwave

b. **Guidelines:**

List the directives (policies, regulations, statutes, procedures, manuals) that are used in the position and state how they are used.

- Legislation covering the specific service (Community Connection, Lifestyle Support, Business Ventures and Job Links - Developmental Services Act), NACL Supplementary Letters Patent, Bylaw and Policy and Procedures Manual, Health & Safety Legislation, Employment Standards Act and Collective Agreement in place between NACL & OPSEU. This information is used to ensure the safety and security of all individuals involved with the Association.

c. **Originality:**

- Describe those duties that require creativity or originality, including any examples of independent research, development of new methods or techniques etc.
- Creativity in providing a stimulating service. Implementing established techniques to ensure each individual participates to their maximum potential. Ability to partake in an environment, which contributes to self, directed motivation.

6. INDEPENDENCE/DECISION MAKING:

a. What kinds of (a) decisions, or (b) recommendations are made by the position and how often are these made? (Give examples)

- Decisions and recommendations are made when required to ensure the safety, security and well being of the people being supported.
- Decisions relating to the day to day operation of the service in relation to the scope of the position's jurisdiction.
- Recommendations re: policy & procedure development, future ideas for the direction of the service.
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b. What kinds of decisions, issues or problems are referred to the supervisor? (Give examples).

- Requests to alter present plan of support
- Referrals for use of outside consultants, situations that could negatively affect the person being supported, staff or Association.
- Requests for money in excess of specified allotments, implications from short and long term planning decisions.
- Decisions regarding changes to regularly established hours of work/schedules which deviate from those directed by the Support Coordinator
- Requests for vacation, time off etc.

7. SUPERVISION EXERCISED:

Nature of Work Supervised: N/A non-supervisory classification

List the position numbers, classification, and working titles of positions directly supervised by the position under review.

Show the supervisory responsibilities of the position (if any) by putting an x in the appropriate area.

- instructs employees in work methods and procedures.
- identifies and takes corrective action on performance problems.
- establishes quality and quantity standards and ensures that they are met.
- allocates staff to meet fluctuations in work requirements.
- establishes work priorities and schedules.
- plans for unit resources, ie. material and human.
- assigns work to ensure continuity of work flow.
- develops or assists in developing unit objectives.
- formally appraises employees' performance and discusses appraisal with them.
- coordinates work with other units.
- participates in the interviewing and selection of new employees.

8. QUALIFICATIONS: (State the requirements of the position and not those of the incumbent.)

a. Education: (the minimum level of education necessary to adequately perform the duties)

Post Secondary Education in the Social Services field:

a) DSW or equivalent two year diploma eg. Social Service Diploma, Mental Retardation Counsellor, Early Childhood Education, Recreation Diploma

or b) Degree with a major in psychology, sociology, Child Studies or B.Ed., B.S.W. or equivalency.

b. Training or Experience: (the kind and number of years required).

Minimum of 1 year experience in the social service field.

Experience in sign language and administering medications asset.

c. Licenses/Certificates (eg. trade certificates, drivers license, etc.)

Valid Class "G" drivers license.

A Class "F" License

First Aid Certificate

The following certifications are not mandatory but desirable: CPR, Non-Violent Crisis Intervention.

d. Any other special requirements necessary to do the job (eg. heavy manual work, shift work)

- Fluent in the English language evidenced by reading, writing and the ability to present information.
- Demonstrated ability to work effectively with adults who have a developmental disability.
- Ability to manage stress in an effective manner.
- Ability to physically assist people as required due to medical related reasons.
- Due to the needs of the people being supported, the incumbent may be required to act or assist during a crisis situation and must demonstrate the ability to remain calm and work through the crisis in a mature competent manner.

9. Health and Safety

The incumbent may be elected to be a member of the JHSC or asked to act as a worksite rep and perform inspections.

It is the obligation of every employee to observe the safety rules of NACL, to perform their work in a safe manner and to take an active part in protecting themselves, the people supported, their fellow workers and NACL facilities. The employee's responsibility for safety includes the following:

- a) It is the responsibility of all NACL direct care and administrative staff to work safely, and report all unsafe, unhealthy or potentially unhealthy conditions;
- b) Be certain that the work assignment/activity does not create a condition that could be injurious to themselves or to others;
- c) Be familiar with and abide by the policy and procedures outlined in the NACL Policy and Procedures Manual;
- d) Follow the instructions of their supervisor and/or work procedure guidelines to ensure the safe performance of a given task;
- e) Report all injuries, regardless of severity, to the immediate supervisor as soon as possible and cooperate with any investigation made to determine cause and future preventative measures;
- f) Use of all personal protective equipment provided and maintains this equipment in a satisfactory manner;
- g) Advise the supervisor of any unsafe conditions;
- h) Being alert to dangers. Exercise due care with attention to detail while performing all aspects of the job;
- i) Correct possible hazards before they happen. Document that this has taken place in the site specific Communication Book or by way of a memo to the supervisor in departments where no communication book exists.

The job descriptions for all direct care staff and administrative staff includes a specific section on Health and Safety responsibilities.

10. CERTIFICATIONS:

The foregoing information is an accurate and thorough description of the duties and responsibilities of this position.

DATE	INCUMBENT'S SIGNATURE	MANAGER'S SIGNATURE

Director or Executive Director's Comments:

(Date)

(Signature & Title)