

[1] CLIENT SERVICES

INDEX OF COMMUNITY SUBSECTOR – CLIENT SERVICES BENCHMARKS

[1] CLIENT SERVICES

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CLASSIFICATION GRID: 7**BENCHMARK TITLE: ACTIVITY ASSISTANT****BENCHMARK NUMBER: 81001****JOB FAMILY: CLIENT SERVICES****SCOPE AND LEVEL DEFINITION**

Assists Activity Workers with the implementation of established activities to meet clients' activation, life skills, recreational, and social needs.

TYPICAL FUNCTIONS AND RESPONSIBILITIES

1. Assists Activity Workers with, and participates in, activation, life skills, recreational and/or social activities designed to meet the needs of the clients, providing demonstrations as required.
2. Accompanies clients on outings such as appointments, shopping, and leisure activities.
3. Sets up furnishings and equipment for activities.
4. Maintains an inventory of equipment, tools, and materials related to activities.
5. Observes clients and their environments, and reports unsafe conditions and behavioural, physical and/or cognitive changes to supervisor. Promotes client participation in activities, and provides feedback regarding the performance and progress of clients as required.
6. Receives client feedback, inquiries, and complaints, and responds as required.
7. Performs housekeeping duties such as sweeping and mopping floors, vacuuming, dusting, washing dishes, and laundry.
8. Performs limited food preparation such as heating prepared food, and making tea, coffee, toast, salads, and sandwiches.
9. Completes and maintains related records and documentation such as statistics, progress reports, activity participation reports, observation reports, and client activity profiles.
10. Performs other related duties as assigned.

QUALIFICATIONS

Typical Education, Training, and Experience

- Grade 12
- Recent, related experience of six months
Or an equivalent combination of education, training, and experience
Or other Qualifications determined to be reasonable and relevant to the level of work

Typical Skills and Abilities

- Ability to communicate effectively, both verbally and in writing
- Physical ability to carry out the duties of the position
- Ability to work independently and in cooperation with others
- Ability to operate related equipment
- Ability to organize and prioritize
- Ability to establish and maintain rapport with clients
- Ability to observe and recognize changes in clients

CLASSIFICATION GRID: 8

BENCHMARK TITLE: ACTIVITY WORKER

BENCHMARK NUMBER: 81002

JOB FAMILY: CLIENT SERVICES

SCOPE AND LEVEL DEFINITION

Implements established activities to meet clients' activation, life skills, recreational, and social needs, and assists clients with activities of daily living as required. May provide direction to Activity Assistants.

TYPICAL FUNCTIONS AND RESPONSIBILITIES

1. Implements and participates in activation, life skills, recreational, and/or social activities designed to meet the needs of clients, providing demonstrations as required. Adapts and modifies established activities to meet the special needs of clients.
2. Participates in the development of activities by providing input to senior positions.
3. Observes clients and their environments, and reports unsafe conditions and behavioural, physical, and/or cognitive changes to supervisor. Promotes client participation in activities, and provides feedback regarding the performance and progress of clients.
4. Accompanies clients on outings such as appointments, shopping, and leisure activities.
5. Receives client feedback, inquiries, and complaints, and responds as required.
6. Assists clients with activities of daily living as required, such as feeding, lifts & transfers, grooming, and toileting. Encourages clients to perform activities of daily living and to assist with housekeeping duties.
7. Provides direction to Activity Assistants and volunteers as required.
8. Sets up furnishings and equipment for activities.
9. Maintains an inventory of equipment, tools, and materials related to activities.
10. Completes and maintains related records and documentation such as statistics, progress reports, activity participation reports, observation reports, and client activity profiles.
11. Refers clients to other programs/services and provides information regarding available resources.
12. Performs housekeeping duties such as sweeping and mopping floors, vacuuming, dusting, washing dishes, and laundry.
13. Performs limited food preparation such as heating prepared food, and making tea, coffee, toast, salads, and sandwiches.
14. Performs other related duties as assigned.

QUALIFICATIONS

Typical Education, Training, and Experience

- Grade 12
- Completion of an Activity Assistant Program
- Class V BC Driver's License
- Certificates in CPR and First Aid
- Recent, related experience of one year
Or an equivalent combination of education, training, and experience
Or other Qualifications determined to be reasonable and relevant to the level of work

Typical Skills and Abilities

- Ability to communicate effectively, both verbally and in writing
- Physical ability to carry out the duties of the position
- Ability to work independently and in cooperation with others
- Ability to operate related equipment
- Ability to organize and prioritize
- Ability to establish and maintain rapport with clients
- Ability to observe and recognize changes in clients
- Ability to instruct
- Knowledge of, and ability to do, various arts and crafts, handicrafts, and sports activities
- Knowledge of psychosocial rehabilitation principles

CLASSIFICATION GRID: 10
BENCHMARK NUMBER: 81003

BENCHMARK TITLE: ACTIVITY COORDINATOR
JOB FAMILY: CLIENT SERVICES

SCOPE AND LEVEL DEFINITION

Develops, implements, evaluates, and participates in activities to meet clients' activation, life skills, recreational and social needs. Assists clients with activities of daily living as required, and/or supervises staff.

TYPICAL FUNCTIONS AND RESPONSIBILITIES

1. Develops, implements, evaluates, and participates in activation, life skills, recreational, and/or social activities designed to meet the needs of clients, providing demonstrations as required. Adapts and modifies activities.
2. Supervises staff by performing duties such as assigning work, providing feedback and evaluation, determining training requirements, orienting new staff, and maintaining timekeeping and attendance records. Resolves staffing problems, including calling in staff to ensure appropriate staffing levels.
3. Assists clients with activities of daily living as required, such as feeding, lifts & transfers, grooming, and toileting. Encourages clients to perform activities of daily living and to assist with housekeeping duties.
4. Observes clients and their environments, and reports unsafe conditions and behavioural, physical, and/or cognitive changes. Promotes client participation in activities, and provides feedback regarding the performance and progress of clients.
5. Meets with other service providers to assess activity and/or client objectives and goals and liaises with caregivers and families to promote client participation.
6. Interviews clients to establish eligibility or appropriateness for activity. Refers clients to other programs/services, and provides information regarding available resources.
7. Completes and maintains related records and documentation such as statistics, progress reports, activity plans, and client activity profiles.
8. Assists in the preparation of the program budget, monitors expenditures, and assists with required financial documentation.
9. Receives client feedback, inquiries, and complaints, and responds as required.
10. Performs other related duties as assigned.

QUALIFICATIONS

Typical Education, Training, and Experience

- Diploma in Recreation Service Delivery
 - Class V BC Driver's License
 - Certificates in CPR and First Aid
 - Recent, related experience of two years
- Or an equivalent combination of education, training, and experience
Or other Qualifications determined to be reasonable and relevant to the level of work

Typical Skills and Abilities

- Ability to communicate effectively, both verbally and in writing
- Physical ability to carry out the duties of the position
- Ability to work independently and in cooperation with others
- Ability to operate related equipment
- Ability to organize and prioritize
- Ability to establish and maintain rapport with clients
- Ability to observe and recognize changes in clients
- Knowledge of, and ability to do, various arts and crafts, handicrafts, and sports activities
- Knowledge of psychosocial rehabilitation principles
- Ability to develop, organize, coordinate, deliver, and evaluate individual and group activities
- Ability to supervise
- Ability to instruct
- Ability to analyze and resolve problems
- Knowledge of adult learning techniques

COMMUNITY SUBSECTOR COLLECTIVE AGREEMENT

BENCHMARK *Advocate*

CLASSIFICATION GRID: 10
BENCHMARK NUMBER: 82302

BENCHMARK TITLE: ADVOCATE
JOB FAMILY: CLIENT SERVICES

SCOPE AND LEVEL DEFINITION

Represents clients as a formal advocate, and provides supportive counselling to mentally ill clients in settings such as the justice system, hospitals, and the community.

TYPICAL FUNCTIONS AND RESPONSIBILITIES

1. Provides advocacy to clients by performing duties such as speaking on their behalf in settings such as the justice system, hospitals, and the community.
2. Provides supportive counselling to clients to assist with the development of physical, social, emotional, and life skills.
3. Interviews and assesses clients in settings such as the justice system, hospitals, and the community, to identify problems and needs. Obtains relevant records and documentation as required.
4. Identifies legal issues and required and available resources in accordance with current acts and regulations, and refers clients to appropriate programs, services, and/or agencies, including referrals and support in obtaining income assistance.
5. Assists clients with legal proceedings by performing duties such as assisting to obtain release, providing reminders of court dates, and providing assistance in completing forms such as legal aid applications. Provides information to clients and their families regarding legal issues such as terms of bail and probation, and how the legal system works.
6. Conducts information sessions, and develops educational materials to meet clients' needs, as required.
7. Attends meetings and hearings, such as clients' bail hearings and trials. Provides information before the court in accordance with established guidelines.
8. Provides housing referrals, such as referring homeless people to emergency facilities in order to qualify for bail. Monitors the suitability of accommodations.
9. Accompanies clients to legal and medical appointments.
10. Provides information to other service providers, such as court services staff, on mental illness and its effect on the provision of legal and medical services.
11. Monitors clients, and reports concerns to supervisor and/or healthcare providers.
12. Completes and maintains related records and documentation such as statistical reports and client histories.

COMMUNITY SUBSECTOR COLLECTIVE AGREEMENT

13. Performs other related duties as assigned.

QUALIFICATIONS

Typical Education, Training, and Experience

- Diploma in Community Social Service
- Recent, related experience of two years
- Or an equivalent combination of education, training, and experience
- Or other Qualifications determined to be reasonable and relevant to the level of work

Typical Skills and Abilities

- Ability to communicate effectively, both verbally and in writing
- Physical ability to carry out the duties of the position
- Ability to work independently and in cooperation with others
- Ability to operate related equipment
- Ability to organize and prioritize
- Ability to establish and maintain rapport with clients
- Ability to observe and recognize changes in clients
- Ability to analyze and resolve problems
- Knowledge of public and private financial aid systems
- Advocacy skills

BENCHMARK
Community Health
Worker 1

COMMUNITY SUBSECTOR COLLECTIVE AGREEMENT

CLASSIFICATION GRID: 3

BENCHMARK TITLE: COMMUNITY HEALTH WORKER 1

BENCHMARK NUMBER: 81701

JOB FAMILY: CLIENT SERVICES

SCOPE AND LEVEL DEFINITION

Provides home support services to clients such as housekeeping and meal planning and preparation.

TYPICAL FUNCTIONS AND RESPONSIBILITIES

1. Performs housekeeping duties such as sweeping and mopping floors, vacuuming, dusting, washing dishes, and laundry.
2. Plans, prepares, and serves meals, and shops for groceries.
3. Observes clients and their environments, and reports unsafe conditions and behavioural, physical, and/or cognitive changes to supervisor.
4. Demonstrates methods and provides basic information to clients in relation to housekeeping, meal planning and preparation, and grocery shopping, in accordance with pre-established care plans.
5. Accompanies clients on outings such as appointments, shopping, and leisure activities.
6. Completes and maintains related records and documentation such as communication books and progress reports.
7. Performs other related duties as assigned.

QUALIFICATIONS

Typical Education, Training, and Experience

- Grade 12
- Class V BC Driver's License
- Recent, related experience of three months
Or an equivalent combination of education, training, and experience
Or other Qualifications determined to be reasonable and relevant to the level of work

Typical Skills and Abilities

- Home management skills
- Physical ability to carry out the duties of the position
- Ability to work independently and in cooperation with others
- Ability to operate related equipment
- Ability to communicate effectively, both verbally and in writing
- Ability to organize and prioritize
- Ability to observe and recognize changes in clients

BENCHMARK

Community Health Worker 2

COMMUNITY SUBSECTOR COLLECTIVE AGREEMENT

CLASSIFICATION GRID: 8

BENCHMARK TITLE: COMMUNITY HEALTH WORKER 2

BENCHMARK NUMBER: 81702

JOB FAMILY: CLIENT SERVICES

SCOPE AND LEVEL DEFINITION

Provides home support services to clients such as assisting clients with activities of daily living, performing delegated tasks for which transfer of function training has been completed, planning and preparing meals, and housekeeping.

TYPICAL FUNCTIONS AND RESPONSIBILITIES

1. Assists clients with activities of daily living such as feeding, lifts and transfers, bathing, skin care, oral hygiene, and toileting.
2. Performs delegated tasks for which transfer of function training has been completed, such as catheter care, suppositories, applying non-sterile dressings, and implementing exercise and mobilization routines.
3. Administers medication to clients and provides medication reminders, in accordance with established policy.
4. Plans, prepares and serves meals, and shops for groceries.
5. Performs housekeeping duties such as sweeping and mopping floors, vacuuming, dusting, washing dishes, and laundry.
6. Observes clients and their environments, and reports unsafe conditions and behavioural, physical, and/or cognitive changes to supervisor.
7. Demonstrates methods and provides basic information to clients in relation to activities of daily living, housekeeping, meal planning and preparation, and grocery shopping, in accordance with pre-established care plans.
8. Completes and maintains related records and documentation such as communication books and progress reports.
9. Accompanies clients on outings such as appointments, shopping, and leisure activities.
10. Performs other related duties as assigned.

QUALIFICATIONS

TYPICAL EDUCATION, TRAINING, AND EXPERIENCE

- Grade 12
 - Home Support/Resident Care Attendant Certificate
 - Class V BC Driver's License
 - Certificates in CPR, First Aid and Food Safe
- Or an equivalent combination of education, training, and experience
Or other Qualifications determined to be reasonable and relevant to the level of work

Typical Skills and Abilities

- Home management skills
- Physical ability to carry out the duties of the position
- Ability to work independently and in cooperation with others
- Ability to operate related equipment
- Ability to communicate effectively, both verbally and in writing
- Ability to organize and prioritize
- Ability to observe and recognize changes in clients
- Ability to establish and maintain rapport with clients

CLASSIFICATION GRID: 8**BENCHMARK TITLE: DETOX WORKER 1****BENCHMARK NUMBER: 81401****JOB FAMILY: CLIENT SERVICES****SCOPE AND LEVEL DEFINITION**

Monitors clients' physical and psychological status during the detoxification process, and provides support services.

TYPICAL FUNCTIONS AND RESPONSIBILITIES

1. Monitors clients' physical and psychological status during intoxication, withdrawal, and stabilization. Documents changes, and reports concerns to supervisor.
2. Administers and dispenses medication to clients as required, in accordance with established policy.
3. Takes and records vital signs such as blood pressure, pulse, and respiration.
4. Assists in the admission of clients by performing duties such as obtaining personal information and securing belongings.
5. Performs security duties for the facility such as patrolling buildings and grounds, and performing routine searches of clients' belongings.
6. Assists clients to maintain personal hygiene.
7. Performs housekeeping duties such as sweeping and mopping floors, vacuuming, dusting, washing dishes, and laundry.
8. Performs administrative support duties such as answering calls, collating intake packages, taking referrals, and providing program information to clients, other agencies, and the public.
9. Completes and maintains related records and documentation such as medication records, clients files and logbooks.
10. Performs other related duties as assigned.

QUALIFICATIONS

Typical Education, Training, and Experience

- Diploma in Community Social Service
- Certificates in CPR and First Aid
- Or an equivalent combination of education, training, and experience
- Or other Qualifications determined to be reasonable and relevant to the level of work

Typical Skills and Abilities

- Ability to communicate effectively, both verbally and in writing
- Physical ability to carry out the duties of the position
- Ability to work independently and in cooperation with others
- Ability to operate related equipment
- Ability to organize and prioritize
- Ability to establish and maintain rapport with clients
- Ability to observe and recognize changes in clients
- Knowledge of addiction
- Ability to handle conflict

CLASSIFICATION GRID: 10
BENCHMARK NUMBER: 81402

BENCHMARK TITLE: DETOX WORKER 2
JOB FAMILY: CLIENT SERVICES

SCOPE AND LEVEL DEFINITION

Assesses clients during the detoxification process. Admits and discharges clients, and may supervise staff.

TYPICAL FUNCTIONS AND RESPONSIBILITIES

1. Assesses clients' physical and psychological status during intoxication, withdrawal, and stabilization. Monitors and documents changes, and makes required referrals to physician or emergency services. Provides input into case management as required.
2. Performs client admission and discharge duties such as charting and developing discharge summaries.
3. Supervises staff by performing duties such as assigning work, providing feedback and evaluation, determining training requirements, orienting new staff, and maintaining timekeeping and attendance records. Resolves staffing problems, including calling in staff to ensure appropriate staffing levels.
4. Administers and dispenses medication to clients as required, in accordance with established policy.
5. Monitors client interaction and behaviour and provides crisis intervention such as first response to suicide threats and medical emergencies, managing the situations as required.
6. Facilitates group and/or individual discussions by providing supportive counselling and education in areas such as guiding clients through relaxation techniques, behaviour management, and providing nutritional information.
7. Takes and records vital signs such as blood pressure, pulse, and respiration.
8. Assists clients to maintain personal hygiene.
9. Completes and maintains related records and documentation such as medication records, client files, and logbooks.
10. Performs other related duties as assigned.

QUALIFICATIONS

Typical Education, Training, and Experience

- Diploma in Community Social Service
- Certificates in CPR and First Aid
- Recent, related experience of two years
Or an equivalent combination of education, training, and experience
Or other Qualifications determined to be reasonable and relevant to the level of work

Typical Skills and Abilities

- Ability to communicate effectively, both verbally and in writing
- Physical ability to carry out the duties of the position
- Ability to work independently and in cooperation with others
- Ability to operate related equipment
- Ability to organize and prioritize
- Ability to establish and maintain rapport with clients
- Ability to observe and recognize changes in clients
- Knowledge of alcohol and drug abuse treatment approaches
- Ability to handle conflict
- Ability to supervise

BENCHMARK
Family Resource
Worker

COMMUNITY SUBSECTOR COLLECTIVE AGREEMENT

CLASSIFICATION GRID: 10
BENCHMARK NUMBER: 81602

BENCHMARK TITLE: FAMILY RESOURCE WORKER
JOB FAMILY: CLIENT SERVICES

SCOPE AND LEVEL DEFINITION

Observes and monitors family interactions in a variety of life skills areas. Supports and educates families by performing duties such as facilitating training sessions and providing instruction and demonstrations.

TYPICAL FUNCTIONS AND RESPONSIBILITIES

1. Observes and monitors family interactions, as well as individual behaviour, appearance, and condition of family members. Supervises visits of family members as required. Reports problems to supervisor.
2. Provides input regarding clients' needs, performance, and progress, and assists the supervisor to develop plans to meet needs.
3. Facilitates group and individual training sessions, and provides instruction and demonstrations in a variety of areas such as alternative parenting strategies, and life skills.
4. Identifies community resources to meet clients' needs, and provides related information to clients.
5. Completes and maintains related records and documentation such as progress reports and case conference reports.
6. Accompanies clients on outings such as appointments, shopping and leisure activities.
7. Performs other related duties as assigned.

QUALIFICATIONS

Typical Education, Training, and Experience

- Diploma in Community Social Service
- Class V BC Driver's License
- Recent, related experience of one year
Or an equivalent combination of education, training, and experience
Or other Qualifications determined to be reasonable and relevant to the level of work

Typical Skills and Abilities

- Ability to communicate effectively, both verbally and in writing
- Physical ability to carry out the duties of the position
- Ability to work independently and in cooperation with others
- Ability to operate related equipment
- Ability to organize and prioritize
- Ability to establish and maintain rapport with clients
- Ability to observe and recognize changes in clients
- Ability to analyze and resolve problems
- Knowledge of child development, parenting, family systems, family violence, cross-cultural issues, and community resources.
- Ability to handle conflict

CLASSIFICATION GRID: 10
BENCHMARK NUMBER: 82600

BENCHMARK TITLE: GROUP FACILITATOR
JOB FAMILY: CLIENT SERVICES

SCOPE AND LEVEL DEFINITION

Plans, promotes, arranges, facilitates, and evaluates group support programs.

TYPICAL WORK RESPONSIBILITIES

1. Facilitates group support programs to encourage skill development in areas such as self-esteem, coping skills, motivation, positive parenting skills, and the formation of mutual support networks. Reports difficulties to the supervisor. Provides related feedback, and follows up with clients as required.
2. Interviews clients, gathers background information, determines suitability for the program, and makes referrals to other programs as required.
3. Plans group support programs by determining content and structure, consulting with clients as appropriate.
4. Evaluates programs using information attained by observation and client feedback on issues such as group session effectiveness, and material presented. Reports feedback to the supervisor.
5. Arranges group support programs by performing duties such as scheduling session times, booking facilities, and acquiring materials.
6. Provides clients with program and community resource information.
7. Promotes group support programs by providing information to clients, the public, and healthcare professionals.
8. Completes and maintains related records and documentation such as group session evaluation summaries.
9. Performs other related duties as assigned.

QUALIFICATIONS

Typical Education, Training, and Experience

- Diploma in Community Social Service
- Recent, related experience of two years
- Or an equivalent combination of education, training, and experience
- Or other Qualifications determined to be reasonable and relevant to the level of work

Typical Skills and Abilities

- Ability to communicate effectively, both verbally and in writing
- Physical ability to carry out the duties of the position
- Ability to work independently and in cooperation with others
- Ability to operate related equipment
- Ability to plan, organize, and prioritize
- Ability to establish and maintain rapport with clients
- Ability to analyze and resolve problems
- Conflict resolution skills
- Facilitation skills

BENCHMARK
Home Support Services
Supervisor

COMMUNITY SUBSECTOR COLLECTIVE AGREEMENT

CLASSIFICATION GRID: 10
BENCHMARK NUMBER: 81703

BENCHMARK TITLE: HOME SUPPORT SERVICES SUPERVISOR
JOB FAMILY: CLIENT SERVICES

SCOPE AND LEVEL DEFINITION

Coordinates home support services by supervising Community Health Workers and/or other staff, overseeing the implementation of client care plans, and providing advocacy services.

TYPICAL FUNCTIONS AND RESPONSIBILITIES

1. Organizes the workflow in home support services by delegating work assignments, determining priorities, and recommending changes to policies and procedures.
2. Supervises staff by performing duties such as assigning work, providing feedback and evaluation, determining training requirements, orienting new staff, and maintaining timekeeping and attendance records. Resolves staffing problems, including calling in staff to ensure appropriate staffing levels.
3. Meets with clients to explain home support services and obtain client information, and oversees the implementation of individual care plans as determined by prior assessment.
4. Provides advocacy services on behalf of clients with various individuals and/or agencies, including physicians, social workers, and government agencies. Provides information to clients and families with regard to available resources.
5. Responds to client feedback, and inquiries and complaints related to the delivery of home support services by investigating and taking required action.
6. Processes requests such as vacation, sick leave, and leave of absence, by preparing information and documentation, and forwarding for approval.
7. Completes and maintains related reports and documentation such as submissions to government and other agencies. Performs administrative support duties such as pulling and assembling files and records, and arranging meetings and appointments. Receives timesheets, and reviews for completeness and accuracy.
8. Assists in the recruitment and selection of staff by performing duties such as reviewing applications, providing input into the development of interview questions, and participating on interview panels.
9. Performs other related duties as assigned.

BENCHMARK
Home Support Services
Supervisor

COMMUNITY SUBSECTOR COLLECTIVE AGREEMENT

QUALIFICATIONS

Typical Education, Training, and Experience

- Diploma in Community Social Service
- Class V BC Driver's License
- Recent, related experience of two years
Or an equivalent combination of education, training, and experience
Or other Qualifications determined to be reasonable and relevant to the level of work

Typical Skills and Abilities

- Ability to communicate effectively, both verbally and in writing
- Physical ability to carry out the duties of the position
- Ability to work independently and in cooperation with others
- Ability to operate related equipment
- Ability to plan, organize, and prioritize
- Ability to supervise
- Ability to analyze and resolve problems

CLASSIFICATION GRID: 10
BENCHMARK NUMBER: 82122

BENCHMARK TITLE: INSTRUCTOR
JOB FAMILY: CLIENT SERVICES

SCOPE AND LEVEL DEFINITION

Teaches students with mental, developmental, and/or physical disabilities, in a structured educational setting, to enable the development of skills necessary for increased employability and/or personal independence. Develops course curricula, formally evaluates student performance, and provides input into program evaluation.

TYPICAL FUNCTIONS AND RESPONSIBILITIES

1. Teaches students using a variety of instructional methodologies to enable the development of skills necessary for increased employability and/or personal independence.
2. Designs curricula and lesson plans for courses such as computer skills, hospitality industry training, and woodworking. Modifies lesson plans according to factors such as student skill level, student goals, and mental health and behavioural barriers.
3. Formally evaluates students in areas such as technical and interpersonal skill development, provides students with feedback, and prepares progress reports.
4. Provides input and makes recommendations to the Manager on issues such as program evaluation and organizational policies.
5. Collaborates with counsellors in order to provide and attain information that assists in maximizing student potential in meeting their goals.
6. Provides crisis intervention and responds to emergency situations as required, in accordance with established policy.
7. Liaises with industry and community members to provide information such as programs offered, and to acquire information such as industry developments and employment standards.
8. Completes and maintains related records and documentation such as student evaluations, attendance records, schedules, and waitlists.
9. Performs other related duties as assigned.

QUALIFICATIONS

Typical Education, Training, and Experience

- Diploma in Community Social Service
- Certificate in First Aid
- Recent, related experience of two years
Or an equivalent combination of education, training, and experience
Or other Qualifications determined to be reasonable and relevant to the level of work

Typical Skills and Abilities

- Ability to communicate effectively, both verbally and in writing
- Physical ability to carry out the duties of the position
- Ability to work independently and in cooperation with others
- Ability to operate related equipment
- Ability to plan, organize, and prioritize
- Ability to establish and maintain rapport with clients
- Conflict resolution skills
- Ability to teach
- Leadership and motivational skills
- Knowledge of educational methodologies and instructional techniques

CLASSIFICATION GRID: 6**BENCHMARK TITLE: INTERPRETER****BENCHMARK NUMBER: 82040****JOB FAMILY: CLIENT SERVICES****SCOPE AND LEVEL DEFINITION**

Provides translation and interpretation services in the Community by using communication methods such as non-English languages, Braille, and sign language.

TYPICAL FUNCTIONS AND RESPONSIBILITIES

1. Assists staff in the delivery of programs by translating, interpreting, and relaying dialogue between staff and clients, and explaining related cultural attitudes and practices.
2. Provides support to clients and families by translating, interpreting, and relaying program information.
3. Accompanies clients to appointments when translation and interpretation services are required.
4. Assists staff in the referral of clients to programs and services by providing information on community resources.
5. Translates materials such as pamphlets, audio materials, and instruction sheets.
6. Completes and maintains related records and documentation such as logs, forms, and statistics.
7. Performs other related duties as assigned.

QUALIFICATIONS

Typical Education, Training, and Experience

- Grade 12
- Certificate in Community Social Service
- Recent, related experience of one year
Or an equivalent combination of education, training, and experience
Or other Qualifications determined to be reasonable and relevant to the level of work

Typical Skills and Abilities

- Fluency in English and a second language
- Ability to communicate effectively, both verbally and in writing
- Physical ability to carry out the duties of the position
- Ability to work independently and in cooperation with others
- Ability to operate related equipment
- Ability to establish and maintain rapport with clients

CLASSIFICATION GRID: LPN**BENCHMARK TITLE: LICENSED PRACTICAL NURSE****BENCHMARK NUMBER: 81202****JOB FAMILY: CLIENT SERVICES****SCOPE AND LEVEL DEFINITION**

Performs Licensed Practical Nurse duties within the competency guidelines and standards of practice outlined by the College of LPNs of BC and the current legislative scope of practice, in a community health setting.

TYPICAL FUNCTIONS AND RESPONSIBILITIES

1. Assesses, plans, implements and evaluates nursing care to meet the needs of clients in accordance with competency guidelines within the established standards of practice and current legislative scope of practice.
2. Shares knowledge, provides direction, assignment and supervision to unregulated care providers as appropriate.
3. Provides input regarding clients' needs, performance, and progress. Attends multidisciplinary care meetings.
4. Performs nursing care and procedures and evaluates outcomes.
5. Encourages and assists clients in activities of daily living as required, such as feeding, lifts and transfers, bathing, skin care, oral hygiene, and toileting.
6. Administers medication to clients and provides medication reminders, in accordance with established policy and procedures.
7. Observes clients and their environments, and reports unsafe conditions and behavioural, physical and/or cognitive changes to supervisor.
8. Provides emotional support and feedback to clients and their families.
9. Completes and maintains related records and documentation such as progress notes, observations, cardex, and client charting. Reports problems and/or changes to designated staff.

10. Answers general inquiries by telephone and in person, and provides direction and routine information about programs and policies.
11. Plans, prepares, and serves meals, and shops for groceries.
12. Performs housekeeping duties such as sweeping and mopping floors, vacuuming, dusting, washing dishes, and laundry.
13. Demonstrates methods and provides information to clients in relation to activities of daily living, housekeeping, meal planning and preparation, and grocery shopping.
14. Accompanies clients on outings such as appointments, shopping, and leisure activities.
15. Places purchase orders with external suppliers, receives supplies, checks invoices against orders and goods received, stores and distributes supplies, and contacts suppliers to obtain and provide general information.
16. Performs other related duties as assigned.

QUALIFICATIONS

Typical Education, Training, and Experience

- Grade 12
- Graduation from a recognized program for Practical Nurses
- Current full practicing licensure with the College of Licensed Practical Nurses of BC (CLPNBC)
- Class V BC Driver's License
- Certificates in CPR and First Aid
- Or an equivalent combination of education, training, and experience
- Or other Qualifications determined to be reasonable and relevant to the level of work

Typical Skills and Abilities

- Ability to communicate effectively, both verbally and in writing
- Physical ability to carry out the duties of the position
- Ability to work independently and in cooperation with others
- Ability to operate related equipment
- Ability to organize and prioritize
- Ability to establish and maintain rapport with clients
- Ability to observe and recognize changes in clients

CLASSIFICATION GRID: 9**BENCHMARK TITLE: PROGRAM COORDINATOR 1****BENCHMARK NUMBER: 82900****JOB FAMILY: CLIENT SERVICES****SCOPE AND LEVEL DEFINITION**

Implements and oversees the day-to-day operation of a program(s) such as hospice, wellness, and meals-on-wheels by taking required action to meet pre-established goals and objectives. May supervise staff.

TYPICAL FUNCTIONS AND RESPONSIBILITIES

1. Implements programs such as hospice, wellness, and meals-on-wheels to meet pre-established goals and objectives, including determining methods of operating the program.
2. Oversees program volunteers by performing duties such as orienting, training, scheduling, monitoring, and providing feedback and support.
3. Performs public relations and promotion activities such as preparing public relations material and advertisements, liaising with community groups, and arranging media coverage of events.
4. Consults with community groups and health care professionals to identify trends, needs, and priority health issues. Maintains contact with community groups and volunteer organizations to promote interest, participation, and support for the program.
5. Provides input regarding policies, procedures, goals, and evaluation of the program.
6. Assists in the preparation of the program budget, monitors expenditures, and assists with required financial documentation.
7. Supervises staff by performing duties such as assigning work, providing feedback and evaluation, determining training requirements, orienting new staff, and maintaining timekeeping and attendance records. Resolves staffing problems, including calling in staff to ensure appropriate staffing levels.
8. Performs other related duties as assigned.

QUALIFICATIONS

Typical Education, Training, and Experience

- Diploma in Community Social Service
- Recent, related experience of two years
Or an equivalent combination of education, training, and experience
Or other Qualifications determined to be reasonable and relevant to the level of work

Typical Skills and Abilities

- Ability to communicate effectively, both verbally and in writing
- Physical ability to carry out the duties of the position
- Ability to work independently and in cooperation with others
- Ability to operate related equipment
- Ability to plan, organize, and prioritize
- Ability to establish and maintain rapport with clients
- Ability to supervise
- Ability to analyze and resolve problems
- Leadership skills
- Knowledge of HIV and STDs and their impact on the community

CLASSIFICATION GRID: 13
BENCHMARK NUMBER: 82902

BENCHMARK TITLE: PROGRAM COORDINATOR 2
JOB FAMILY: CLIENT SERVICES

SCOPE AND LEVEL DEFINITION

Develops, implements, and evaluates strategic plans, goals, objectives, and policies for programs such as volunteer, hospice, and fundraising. May supervise staff.

TYPICAL FUNCTIONS AND RESPONSIBILITIES

1. Develops, implements, and evaluates strategic plans, goals, objectives, and policies for programs such as volunteer, hospice, and fundraising.
2. Performs budget duties such as developing budget submissions, preparing and presenting budget justifications and presentations, exercising signing authority, monitoring expenditures, following up on anomalies, and taking action to resolve problems.
3. Performs public relations and promotion activities such as preparing public relations material and advertisements, liaising with community groups, and arranging media coverage of events.
4. Implements and evaluates programs and projects.
5. Consults with community groups and health care professionals to identify trends, needs, and priority health issues.
6. Supervises staff by performing duties such as assigning work, providing feedback and evaluation, determining training requirements, orienting new staff, and maintaining timekeeping and attendance records. Resolves staffing problems, including calling in staff to ensure appropriate staffing levels.
7. Participates in recruitment and selection of staff by performing duties such as screening applicants, participating on interview panels, providing input into the development of interview questions, and making hiring recommendations.
8. Performs other related duties as assigned.

QUALIFICATIONS

Typical Education, Training, and Experience

- Bachelor's degree in Commerce
- Recent, related experience of two years
Or an equivalent combination of education, training, and experience
Or other Qualifications determined to be reasonable and relevant to the level of work

Typical Skills and Abilities

- Ability to communicate effectively, both verbally and in writing
- Physical ability to carry out the duties of the position
- Ability to work independently and in cooperation with others
- Ability to operate related equipment
- Ability to plan, organize, and prioritize
- Ability to establish and maintain rapport with clients
- Ability to supervise
- Ability to analyze and resolve problems
- Leadership skills
- Ability to speak publicly
- Knowledge of HIV and STDs and their impact on the community

BENCHMARK

COMMUNITY SUBSECTOR COLLECTIVE AGREEMENT ***Residence Coordinator***

CLASSIFICATION GRID: 11
BENCHMARK NUMBER: 81503

BENCHMARK TITLE: RESIDENCE COORDINATOR
JOB FAMILY: CLIENT SERVICES

SCOPE AND LEVEL DEFINITION

Oversees the day-to-day operation and maintenance of an assigned residence such as a group home, hotel, or apartment by performing duties such as ensuring adherence to residence policies and procedures, supervising staff, and ensuring residence maintenance and safety.

TYPICAL FUNCTIONS AND RESPONSIBILITIES

1. Interviews clients, gathers background information, determines client suitability for the housing program, informs clients of house policies and procedures, and makes referrals to other programs as required.
2. Supervises staff by performing duties such as assigning work, providing feedback and evaluation, determining training requirements, orienting new staff, and maintaining timekeeping and attendance records. Resolves staffing problems, including calling in staff to ensure appropriate staffing levels.
3. Assists in recruitment and selection of staff by performing duties such as reviewing applications, providing input into the development of interview questions, and participating on interview panels.
4. Participates in case planning with clients and/or healthcare providers to meet the needs of the client and/or the community.
5. Assists in the preparation of the budget for assigned programs and/or services, monitors and authorizes budgeted expenditures, and assists with financial reports and payments. Maintains related records and reports.
6. Advocates for clients by problem solving in areas such as financial assistance, accessing community resources, and obtaining volunteer placements. Provides crisis intervention in situations such as medical emergencies and client disputes.
7. Ensures the maintenance, cleanliness, and safety of the residence. Contacts outside contractors for maintenance work as required. Ensures the residence's inventory of supplies is maintained by performing duties such as contacting outside suppliers and following up on discrepancies.
8. Reviews and maintains related documentation such as resident progress reports and care plans.
9. Acts as a liaison with community agencies, and promotes and encourages community involvement in the program.

10. Provides direction to clients and/or volunteers, and monitors and assists as required.

11. Performs other related duties as assigned.

QUALIFICATIONS

Typical Education, Training, and Experience

- Diploma in Community Social Service
- Class V BC Driver's License
- Certificates in CPR and First Aid
- Recent, related experience of two years
Or an equivalent combination of education, training, and experience
Or other Qualifications determined to be reasonable and relevant to the level of work

Typical Skills and Abilities

- Ability to communicate effectively, both verbally and in writing
- Physical ability to carry out the duties of the position
- Ability to work independently and in cooperation with others
- Ability to operate related equipment
- Ability to plan, organize, and prioritize
- Ability to establish and maintain rapport with clients
- Ability to observe and recognize changes in clients
- Ability to supervise
- Ability to analyze and resolve problems
- Leadership skills
- Ability to assist clients with money management

CLASSIFICATION GRID: 8**BENCHMARK TITLE: RESIDENT CARE AIDE****BENCHMARK NUMBER: 81201****JOB FAMILY: CLIENT SERVICES****SCOPE AND LEVEL DEFINITION**

Provides residents with nursing assistant care and personal care, and performs housekeeping duties in a residential setting such as a hospice or group home.

TYPICAL FUNCTIONS AND RESPONSIBILITIES

1. Provides residents with nursing assistant care such as catheter care, enemas, suppositories, taking vital signs, applying non-sterile dressings and topical medications, diabetic urine and blood testing, obtaining routine urine and stool samples, and checking skin for ulcers, wounds, infections, and skin problems.
2. Administers medication to residents and provides medication reminders, in accordance with established policy.
3. Assists clients with activities of daily living such as feeding, lifts & transfers, bathing, skin care, oral hygiene, and toileting.
4. Porters and ambulates residents.
5. Observes and monitors residents and their environments, and reports unsafe conditions and behavioural, physical, and or cognitive changes to supervisor.
6. Performs housekeeping duties such as sweeping and mopping floors, vacuuming, dusting, washing dishes, and laundry.
7. Performs limited food preparation such as heating prepared food, and making tea, coffee, toast, salads, and sandwiches.
8. Checks and restocks supplies such as personal care supplies, first aid supplies, and housekeeping supplies, and assists in taking inventory.
9. Completes and maintains related records and documentation such as resident admission, transfer, and discharge forms.
10. Accompanies clients on outings such as appointments, shopping, and leisure activities.
11. Performs other related duties as assigned.

QUALIFICATIONS

Typical Education, Training, and Experience

- Grade 12
- Resident Care Attendant Certificate
- Certificates in CPR, First Aid, and Food Safe
- Recent, related experience of one year
Or an equivalent combination of education, training, and experience
Or other Qualifications determined to be reasonable and relevant to the level of work

Typical Skills and Abilities

- Physical ability to carry out the duties of the position
- Ability to work independently and in cooperation with others
- Ability to operate related equipment
- Ability to communicate effectively, both verbally and in writing
- Ability to organize and prioritize
- Ability to observe and recognize changes in clients
- Ability to establish and maintain rapport with clients

CLASSIFICATION GRID: 9**BENCHMARK TITLE: SCHEDULER 1****BENCHMARK NUMBER: 81711****JOB FAMILY: CLIENT SERVICES****SCOPE AND LEVEL DEFINITION**

Develops and coordinates home support service schedules by preparing and adjusting schedules in accordance with care plans and applicable collective agreements.

TYPICAL FUNCTIONS AND RESPONSIBILITIES

1. Prepares and adjusts schedules, and allocates work assignments for Community Health Workers in accordance with client referrals, care plans, and applicable collective agreements.
2. Receives and documents client referrals and obtains required client information.
3. Communicates, updates, and informs clients regarding placement, including staff members' names, times of service, and changes to schedules. Informs staff of placement and client information.
4. Receives calls and/or requests from staff regarding absences such as vacation, sick leave, and leaves of absence, and assigns staff in accordance with applicable collective agreements upon approval of leave.
5. Informs supervisor regarding difficulties encountered in the placement of Community Health Workers.
6. Receives client feedback, and inquiries and complaints, and responds as required.
7. Completes and maintains related reports and documentation such as client and staff records and reports. Performs administrative support duties such as filing, photocopying, and data entry.
8. Provides input into performance appraisals of Community Health Workers.
9. Reviews and verifies Community Health Worker timesheets.
10. Performs other related duties as assigned.

QUALIFICATIONS

Typical Education, Training, and Experience

- Grade 12
- Office Administration Certificate
- Recent, related experience of two years
Or an equivalent combination of education, training, and experience
Or other Qualifications determined to be reasonable and relevant to the level of work

Typical Skills and Abilities

- Ability to communicate effectively, both verbally and in writing
- Physical ability to carry out the duties of the position
- Ability to work independently and in cooperation with others
- Ability to operate related equipment
- Ability to plan, organize, and prioritize
- Ability to type at 50 wpm
- Business writing skills
- Knowledge of general office procedures
- Knowledge of medical terminology
- Ability to analyze and resolve problems

CLASSIFICATION GRID: 10
BENCHMARK NUMBER: 81712

BENCHMARK TITLE: SCHEDULER 2
JOB FAMILY: CLIENT SERVICES

SCOPE AND LEVEL DEFINITION

Provides direction to Community Health Workers and/or other staff, responds to inquiries and complaints related to the delivery of home support services, and prepares and adjusts schedules in accordance with care plans and applicable collective agreements.

TYPICAL FUNCTIONS AND RESPONSIBILITIES

1. Provides direction to Community Health Workers and/or other staff, monitors attendance and performance, calls in staff as required, and forwards vacation requests for approval.
2. Receives client referrals, obtains required client information, and assigns and schedules work assignments in accordance with care plans and applicable collective agreements.
3. Responds to client feedback, and inquiries and complaints related to the delivery of home support services, by investigating and taking required action.
4. Communicates, updates, and informs clients regarding placement, including staff members' names, times of service, and changes to schedules. Informs staff of placement and client information.
5. Receives calls and/or requests from staff regarding absences such as vacation, sick leave, and leaves of absence, and assigns staff in accordance with applicable collective agreements upon approval of leave.
6. Completes and maintains related records and documentation such as client and staff records and reports. Performs administrative support duties such as filing, photocopying and data entry.
7. Provides input into performance appraisals of Community Health Workers and/or other staff.
8. Reviews and verifies Community Health Worker timesheets.
9. Performs other related duties as assigned.

QUALIFICATIONS

Typical Education, Training, and Experience

- Grade 12
- Office Administration Certificate
- Recent, related experience of two years
Or an equivalent combination of education, training, and experience
Or other Qualifications determined to be reasonable and relevant to the level of work

Typical Skills and Abilities

- Ability to communicate effectively, both verbally and in writing
- Physical ability to carry out the duties of the position
- Ability to work independently and in cooperation with others
- Ability to operate related equipment
- Ability to plan, organize, and prioritize
- Ability to type at 50 wpm
- Business writing skills
- Knowledge of general office procedures
- Knowledge of medical terminology
- Ability to analyze and resolve problems

BENCHMARK

COMMUNITY SUBSECTOR COLLECTIVE AGREEMENT ***Shelter Support Worker***

CLASSIFICATION GRID: 10
BENCHMARK NUMBER: 82400

BENCHMARK TITLE: SHELTER SUPPORT WORKER
JOB FAMILY: CLIENT SERVICES

SCOPE AND LEVEL DEFINITION

Provides security, advocacy, and supportive counselling to women and children in crisis, around the issues of alcohol and drug abuse, and violence.

TYPICAL FUNCTIONS AND RESPONSIBILITIES

1. Monitors and ensures the safety of clients and the facility by performing duties such as screening telephone calls and visitors, and securing the building.
2. Provides advocacy to clients in crisis by performing duties such as assisting clients to obtain financial assistance, referring clients to counselling services, assisting clients to attain affordable housing, and identifying community resources to meet client needs.
3. Provides supportive counselling and emotional support to clients in crisis, including facilitating shelter and group support meetings.
4. Assists clients to ensure that home management functions are completed, including shopping, housekeeping, and house maintenance, by performing duties such as making inquiries, providing reminders, and providing resources, advice, and demonstrations as required.
5. Interviews clients, gathers background information, determines clients' suitability for the program, and makes referrals to other programs and services as required.
6. Completes and maintains related records and documentation such as incident reports and daily logs.
7. Performs other related duties as assigned.

BENCHMARK

COMMUNITY SUBSECTOR COLLECTIVE AGREEMENT ***Shelter Support Worker***

QUALIFICATIONS

Typical Education, Training, and Experience

- Diploma in Community Social Service
- Certificates in CPR and First Aid
- Recent, related experience of one year
Or an equivalent combination of education, training, and experience
Or other Qualifications determined to be reasonable and relevant to the level of work

Typical Skills and Abilities

- Ability to communicate effectively, both verbally and in writing
- Physical ability to carry out the duties of the position
- Ability to work independently and in cooperation with others
- Ability to operate related equipment
- Ability to organize and prioritize
- Ability to establish and maintain rapport with clients
- Ability to handle conflict
- Awareness of issues affecting women and children such as family violence, cross cultural issues, addictions, AIDS, mental illness and sexual abuse

BENCHMARK
Supported Child Care
Worker

COMMUNITY SUBSECTOR COLLECTIVE AGREEMENT

CLASSIFICATION GRID: 8

BENCHMARK TITLE: SUPPORTED CHILD CARE WORKER

BENCHMARK NUMBER: 81301

JOB FAMILY: CLIENT SERVICES

SCOPE AND LEVEL DEFINITION

Provides supported child care to special needs children in settings such as day cares, pre-schools, and homes, including providing respite to families.

TYPICAL FUNCTIONS AND RESPONSIBILITIES

1. Assists clients with educational and recreational activities by providing emotional, physical, and social assistance. Interacts with and promotes the participation of special needs children in program activities and existing routines such as games and arts and crafts.
2. Implements established care plans in areas such as exercise, therapy, and mobilization programs.
3. Assists clients with activities of daily living such as feeding, lifts and transfers, grooming, and toileting.
4. Observes clients and their environments, and reports unsafe conditions and behavioural, physical, and/or cognitive changes to supervisor and family members.
5. Administers medication to clients and provides medication reminders, in accordance with established policy.
6. Accompanies clients on outings such as scheduled programs, activities, and social events.
7. Prepares and serves meals and snacks as required.
8. Completes and maintains related records and documentation such as progress notes and activity journals.
9. Performs other related duties as assigned.

BENCHMARK
Supported Child Care
Worker

COMMUNITY SUBSECTOR COLLECTIVE AGREEMENT

QUALIFICATIONS

Typical Education, Training, and Experience

- Grade 12
- Completion of a child care course
- Certificates in CPR and First Aid
- Recent, related experience of one year
Or an equivalent combination of education, training, and experience
Or other Qualifications determined to be reasonable and relevant to the level of work

Typical Skills and Abilities

- Ability to communicate effectively, both verbally and in writing
- Physical ability to carry out the duties of the position
- Ability to work independently and in cooperation with others
- Ability to operate related equipment
- Ability to organize and prioritize
- Knowledge of child development
- Ability to establish and maintain rapport with children

BENCHMARK

Supported Employment Worker

COMMUNITY SUBSECTOR COLLECTIVE AGREEMENT

CLASSIFICATION GRID: 10

BENCHMARK TITLE: SUPPORTED EMPLOYMENT WORKER

BENCHMARK NUMBER: 81802

JOB FAMILY: CLIENT SERVICES

SCOPE AND LEVEL DEFINITION

Assists individuals with mental, developmental, and/or physical disabilities to obtain employment opportunities within the community by performing duties such as locating prospective employers, facilitating placement of clients, and assisting clients to become job ready.

TYPICAL FUNCTIONS AND RESPONSIBILITIES

1. Interviews clients and identifies interests, skills, suitability, and job readiness. Refers to other programs and services as required, and provides information regarding available community resources.
2. Locates prospective employers in the community appropriate to clients' work profiles by performing duties such as following up on referrals, making cold calls, networking, and developing partnerships with government recruiting bodies and employment programs. Markets supported employment program to prospective employers, and develops related promotional materials.
3. Provides supportive counselling and behavioural management to assist clients in establishing goals, objectives, and career planning. Provides job and labour market information and identifies employment barriers.
4. Evaluates available work experience placements and jobs, matches clients in accordance with client work profiles and abilities, and markets clients to employers to secure work experience placements and employment.
5. Assists clients to become job-ready by performing duties such as arranging for education in accordance with rehabilitation and career goals, and providing coaching in employment-related areas such as work skills, job search skills, resume preparation, and interview skills.
6. Assists clients in job search efforts by performing duties such as providing support and advocacy, facilitating job finding groups, and assisting in the preparation of resumes and cover letters.
7. Facilitates the placement of clients by performing duties such as explaining wage subsidy information and placement terms to clients and employers.
8. Follows up with employers to ensure work experience placements and employment agreements are established and maintained, and to monitor the quality of placements. Assists employers to work with clients by performing duties such as providing education and information, and advising on clients' special needs.

BENCHMARK
Supported Employment
Worker

COMMUNITY SUBSECTOR COLLECTIVE AGREEMENT

9. Completes and maintains related records and documentation such as reports on clients' skill levels and progress towards goals and objectives.
10. Performs other related duties as assigned.

QUALIFICATIONS

Typical Education, Training, and Experience

- Diploma in Community Social Service
- Recent, related experience of three years
Or an equivalent combination of education, training, and experience
Or other Qualifications determined to be reasonable and relevant to the level of work

Typical Skills and Abilities

- Ability to communicate effectively, both verbally and in writing
- Physical ability to carry out the duties of the position
- Ability to work independently and in cooperation with others
- Ability to operate related equipment
- Ability to organize and prioritize
- Ability to establish and maintain rapport with clients
- Conflict resolution skills
- Ability to analyze and resolve problems
- Knowledge of the local labour market
- Leadership and motivational skills
- Knowledge of psychosocial rehabilitation principles

BENCHMARK

COMMUNITY SUBSECTOR COLLECTIVE AGREEMENT *Support Worker 1 (Program Name)*

CLASSIFICATION GRID: 8

BENCHMARK TITLE: SUPPORT WORKER I (PROGRAM NAME)

BENCHMARK NUMBER: 81501

JOB FAMILY: CLIENT SERVICES

SCOPE AND LEVEL DEFINITION

Assists clients with mental, developmental, and/or physical disabilities to live successfully in the community by providing a variety of day-to-day physical, emotional, and social supports, life skills assistance, information, resources, and demonstrations, in accordance with pre-established care schedules.

TYPICAL FUNCTIONS AND RESPONSIBILITIES

1. Provides feedback and input regarding clients' needs, performance, and progress.
2. In accordance with established care plans, assists clients with the development of life skills such as maintaining personal hygiene, housekeeping, meal planning and preparation, meeting financial obligations, making and keeping appointments, and interpersonal skills by methods such as demonstrating and modeling appropriate actions.
3. Administers medication to clients and provides medication reminders, in accordance with established policy.
4. Participates in and oversees various client-focused social and recreational activities.
5. Identifies available social, economic, recreational, and educational services and resources in the community that will meet clients' needs. Provides clients with related information.
6. Assists clients with activities of daily living such as feeding, lifts and transfers, grooming, and toileting.
7. Accompanies clients on outings such as appointments, shopping, and leisure activities.
8. Completes and maintains related records and documentation such as statistics, progress reports, and daily logs.
9. Receives client feedback, and inquiries and complaints, and responds as required.
10. Performs housekeeping duties such as sweeping and mopping floors, vacuuming, dusting, washing dishes, and laundry.
11. Performs outdoor residence maintenance duties such as mowing lawns.
12. Provides direction to volunteers as required.
13. Performs other related duties as assigned.

BENCHMARK

COMMUNITY SUBSECTOR COLLECTIVE AGREEMENT *Support Worker 1 (Program Name)*

QUALIFICATIONS

Typical Education, Training, and Experience

- Grade 12
 - Certificate in Community Social Service
 - Class V BC Driver's License
 - Certificates in CPR, First Aid, and Food Safe
 - Recent, related experience of one year
- Or an equivalent combination of education, training, and experience
Or other Qualifications determined to be reasonable and relevant to the level of work

Typical Skills and Abilities

- Physical ability to carry out the duties of the position
- Ability to work independently and in cooperation with others
- Ability to operate related equipment
- Ability to communicate effectively, both verbally and in writing
- Ability to organize and prioritize
- Ability to observe and recognize changes in clients
- Ability to establish and maintain rapport with clients
- Home management skills
- Ability to instruct
- Ability to analyze and resolve problems
- Conflict resolution and crisis intervention skills

BENCHMARK

COMMUNITY SUBSECTOR COLLECTIVE AGREEMENT *Support Worker 2 (Program Name)*

CLASSIFICATION GRID: 10

BENCHMARK TITLE: SUPPORT WORKER 2 (PROGRAM NAME)

BENCHMARK NUMBER: 81502

JOB FAMILY: CLIENT SERVICES

SCOPE AND LEVEL DEFINITION

Assists clients with mental, developmental, and/or physical disabilities to live successfully in the community by determining appropriate care to meet individual needs and situational requirements. Provides a variety of day-to-day physical, emotional, and social supports, advocacy, life skills assistance, information, resources, and demonstrations.

TYPICAL FUNCTIONS AND RESPONSIBILITIES

1. Participates in case planning with clients and/or healthcare providers by performing duties such as interviewing clients to identify problems and needs, obtaining required information from a variety of sources such as families and care providers, documenting client needs and wants, and assisting clients to determine appropriate programs.
2. Advocates for clients by problem solving in areas such as landlord-tenant disputes, financial assistance, accessing community resources, and obtaining volunteer placements.
3. Observes clients, identifies and assesses potential emergency situations, and develops short-term strategies to deal with such situations. Reports medical, behavioural, and other problems as required. Provides feedback and input regarding clients' needs, performance, and progress.
4. Provides supportive counselling, demonstrations, modeling, and behaviour management to clients, their families, and their personal networks, to assist with the development of physical, social, emotional, and life skills such as maintaining personal hygiene, housekeeping, meal planning and preparation, meeting financial obligations, making and keeping appointments, and interpersonal skills.
5. Administers medication to clients and provides medication reminders, in accordance with established policy.
6. Identifies available social, economic, recreational, and educational services and resources in the community that will meet clients' needs. Provides clients with related information.
7. Facilitates clients' physical, recreational, educational, and employment needs by performing duties such as arranging for clients to be transported to programs/services, assisting clients to attend appointments, and implementing programs.
8. Carries out administrative transactions such as petty cash, client accounts, collecting rents and money from clients for personal items, and making deposits and withdrawals.
9. Completes and maintains related records and documentation such as care plans, progress reports, statistics, and daily logs.
10. Receives client feedback, and inquiries and complaints, and responds as required.

Implementation Date: May 2, 2003

[Amended April 1, 2006]

81502

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BENCHMARK

COMMUNITY SUBSECTOR COLLECTIVE AGREEMENT *Support Worker 2 (Program Name)*

11. Provides direction to volunteers as required.
12. Assists clients with activities of daily living such as feeding, lifts and transfers, grooming, and toileting.
13. Performs other related duties as assigned.

QUALIFICATIONS

Typical Education, Training, and Experience

- Diploma in Community Social Service
 - Class V BC Driver's License
 - Certificates in CPR, First Aid, and Food Safe
 - Recent, related experience of two years
- Or an equivalent combination of education, training, and experience
Or other Qualifications determined to be reasonable and relevant to the level of work

Typical Skills and Abilities

- Physical ability to carry out the duties of the position
- Ability to work independently and in cooperation with others
- Ability to operate related equipment
- Ability to communicate effectively, both verbally and in writing
- Ability to organize and prioritize
- Ability to observe and recognize changes in clients
- Ability to establish and maintain rapport with clients
- Home management skills
- Ability to instruct
- Ability to analyze and resolve problems
- Conflict resolution and crisis intervention skills
- Advocacy skills

CLASSIFICATION GRID: 5**BENCHMARK TITLE: THERAPY AIDE****BENCHMARK NUMBER: 81901****JOB FAMILY: CLIENT SERVICES****SCOPE AND LEVEL DEFINITION**

Assists therapists such as Physiotherapists and Occupational Therapists by performing duties such as fabricating materials, setting up equipment, and assisting clients with exercises.

TYPICAL FUNCTIONS AND RESPONSIBILITIES

1. Assists therapists such as Physiotherapists and Occupational Therapists by fabricating materials such as splints, casts and adaptive devices by methods such as cutting out materials, sewing, gluing, and assembling. Removes casts using a cast saw.
2. Schedules and confirms clients for programs/services, and establishes and maintains waiting lists.
3. Performs routine procedures such as conducting pedographs using shoe trace carbon paper.
4. Performs lifts and transfers, and porters and ambulates clients.
5. Assists therapists during exercises as required, including assisting clients with exercises, and accompanying clients during exercise and gait programs.
6. Sets up furnishing and equipment, such as audiovisual equipment, for treatment sessions. May operate equipment such as video cameras, during treatment sessions.
7. Monitors the functioning of equipment such as audiovisual equipment, and performs minor repairs and adjustments such as cleaning cameras and VCR heads. Sends equipment for repair as required.
8. Maintains an inventory of equipment, tools, and materials. Orders supplies in accordance with approval process.
9. Performs administrative support duties such as receiving and relaying phone messages, providing direction to clients and visitors, inputting data into computer programs, preparing program information and materials such as pamphlets, packaging items for shipping, receiving and recording payments and issuing receipts.
10. Performs cleaning duties such as cleaning equipment and therapy rooms.
11. Completes and maintains related records and documentation such as statistics and supply price lists.
12. Performs other related duties as assigned.

QUALIFICATIONS

Typical Education, Training, and Experience

- Grade 12
- Certificate in First Aid
- Recent, related experience of two years
Or an equivalent combination of education, training, and experience
Or other Qualifications determined to be reasonable and relevant to the level of work

Typical Skills and Abilities

- Physical ability to carry out the duties of the position
- Ability to work independently and in cooperation with others
- Ability to operate related equipment
- Ability to communicate effectively, both verbally and in writing
- Ability to organize and prioritize
- Ability to observe and recognize changes in clients

CLASSIFICATION GRID: 9**BENCHMARK TITLE: VOLUNTEER COORDINATOR****BENCHMARK NUMBER: 80700****JOB FAMILY: CLIENT SERVICES****SCOPE AND LEVEL DEFINITION**

Implements and oversees the day-to-day operation of a volunteer program(s) by taking required action to meet pre-established goals and objectives. Recruits, selects, trains, and supervises volunteers. May supervise staff.

TYPICAL FUNCTIONS AND RESPONSIBILITIES

1. Implements volunteer programs to meet pre-established goals and objectives, including determining methods of operating the program.
2. Recruits, interviews, selects, trains, and orients volunteers.
3. Places and schedules volunteers by performing duties such as liaising with managers, matching volunteer skills with available opportunities, and preparing volunteer work schedules.
4. Supervises volunteers by performing duties such as evaluating performance, providing feedback, following up on complaints, and taking appropriate action.
5. Develops and implements volunteer recognition programs.
6. Consults with community groups and health care professionals to identify trends, needs, and priority health issues. Maintains contact with community groups and volunteer organizations to promote interest, participation, and support for the program.
7. Provides input to the Manager regarding policies, procedures, goals, and evaluation of the program.
8. Assists in the preparation of the program budget, monitors expenditures, and assists with required financial documentation.
9. Supervises staff by performing duties such as assigning work, providing feedback and evaluation, determining training requirements, orienting new staff, and maintaining timekeeping and attendance records. Resolves staffing problems, including calling in staff to ensure appropriate staffing levels.
10. Performs other related duties as assigned.

QUALIFICATIONS

Typical Education, Training, and Experience

- Diploma in Community Social Service
- Certificates in CPR and First Aid
- Recent, related experience of two years
Or an equivalent combination of education, training, and experience
Or other Qualifications determined to be reasonable and relevant to the level of work

Typical Skills and Abilities

- Ability to communicate effectively, both verbally and in writing
- Physical ability to carry out the duties of the position
- Ability to work independently and in cooperation with others
- Ability to operate related equipment
- Ability to plan, organize, and prioritize
- Ability to establish and maintain rapport with clients
- Ability to supervise
- Ability to analyze and resolve problems
- Leadership skills