

**NON-MANAGEMENT JOB DESCRIPTION
POINT RATING EVALUATION PLAN**

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| Working Title Individual Support Worker | Name IS2 |
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| Position Number | Reports to Position No., Class & Level | Division, Branch/Unit | Ministry Community and Social Services |
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| Present Class | Requested Class |
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| Dept ID | Program Code | Project Code (if applicable) |
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PURPOSE: Give a brief summary of the job, covering the main responsibilities, the framework within which the job has to operate and the main contribution to the organization (see Non-Management Job Description Writing Guide [Pages 7-8](#)).

Working within a home setting (24/7), the position focuses on providing and enabling the optimum level of personal fulfillment, quality of life and community inclusion for Individuals residing in the Michener homes. The position is responsible to assist Individuals with intellectual disabilities (and sometimes other complex needs) to meet their needs and interests; contribute to the running of thier home; assist in the development and mainteance of their relationships; engage them in community life (e.g. recreational pursuits); and to experince health and well-being. The position respects the individuality of each Person served and treats all with dignity. This position reports to the Home Coordinator. It receives direction from the Lifestyle Planner in implementing the activities, strategies (training/behavioural) and special initiatives provided in the Individuals’s Lifestyle Plans. The position works as part of a multi-disciplinary team.

RESPONSIBILITIES AND ACTIVITIES: The purpose of the job can be broken down in different responsibilities and end results. Each end result shows what the job is accountable for, within what framework and what the added value is. Normally a job has 4-8 core end results. For each end result, approximately 3-6 activities should be described (see Writing Guide [Pages 9-10](#)).

Optimum level of personal fulfillment, quality of life and community inclusion for individuals

- Promotes all aspects of community living and participation for individuals served. This may include volunteer placements, work experience placements, holiday/vacation planning, promoting visits to and by family/significant others
- Aware and knowledgeable of activities and services in the community compatible with inclusion and the participation of the individuals supported
- Accompanies and supports individuals on community based functions/activities and medical appointments
- Familiar with holistic approach to programs and healthcare supports for individuals
- Interacts effectively with people served within an individual-centered practice;
- Promotes positive behavioural intervention strategies, follows approved programs and approaches in a consistent, competent manner, and deals with aggressive behaviors in a manner that will protect both themselves and clients
- As part of an inclusive support team and guided by individual’s choice and right to self-determination, position participates in the development and implementation of “Individual Lifestyle Plans” and “Connect Me” plans, working to achieve individuals’ health and safety, social, recreational, educational and life skills goals and personal outcomes.
- Supports individual to communicate needs, choices and preferences, and supports the use of inclusive communication strategies.
- Maintains home to ensure clean, in good repair, furnished and decorated according to individuals’ preferences
- Collects and records relevant information on each shift according to home’s routines
- Engages individuals in day to day activities and routines to promote self-determination and independence, maximize skill maintenance in line with documented Lifestyle Plans
- Establishes and maintains a positive rapport with individuals served with keen awareness of their needs and desires, advocating to promote community inclusion, acceptance and participation. Provides a positive role model through own behavior
- Supports and promotes friendly and cooperative relationships with families of people being supported
- Completes personal shopping with individuals with responsibility to personal budgets, observing the individual/household financial accountability procedures

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- Has working knowledge of Creating Excellence Together (CET) standards for best practices, and is familiar with Protection for Persons in Care (PPC) protocol for reporting and preventing abuse
- Attends team, case management and lifestyle planning meetings as required by Supervisor
- Maintains appropriate records and statistics; ensures all required documentation is accurate and complete and submitted in a timely manner. This includes appropriate use of program funds and submission of receipts
- Ensures that all requirements for the safe transfer and transportation of clients are met
- Supports student and volunteer contributions to clients through instruction and demonstration relating to persons' interests, habits and support needs

Quality health for individuals

- Assists individuals with personal care and grooming to include bathing, feeding, toileting, and dental hygiene
- Prepares food/meals, performs light housecleaning and laundry needs, equipment maintenance, grocery and personal shopping
- Administers prescribed medications and treatments in line with Medication Administration best practice; orders and verifies medication received from Pharmacy
- Monitors health status of individuals served including observations of physical and behavior changes
- Works as part of a multidisciplinary team with the Home Coordinator, Lifestyle Planner, Rehabilitation and Medical professionals to identify and address health and medical concerns, with a key role in direct implementation of prescribed treatment and rehabilitation programs
- Communicates observations with Physician, Psychiatrist, Rehabilitation Therapist. Relays information back to the home, implements prescribed program/treatment
- Makes arrangements and facilitates individuals attending of medical appointments, specialist appointments and lab work
- Follows documented protocols (i.e., bowel routine, bolus feeds, O2 protocol, etc); completes adverse events reports, and medication error reports as required
- Follows all dietary plans and modified food regimes as outlined and approved by Dietician
- Documents medical observations in report
- Participates in home safety inspections, Occupational Health and Safety (OH&S) audits and Accommodation Standards inspections to ensure individual and staff safety is maintained. Takes corrective action for unsafe situations/issues.
- Participates in the development and implementation of individual-centered plans for health and safety, social, recreational, educational and life skills activities/ programs

SCOPE: List specific information that illustrates the challenges, problem solving and creativity requirements and decision making capacity of the position. Also identify the internal or external areas the job impacts (see Writing Guide [Pages 11-12](#)).

Residential Supports Program services are provided to 107 adults living with significant developmental disabilities and dual diagnosis.

Position supports and promotes respectful treatment of individuals and acknowledges individual rights, with a high degree of tolerance for unique personalities and challenges of person being supported.

The Individual Support Worker works as part of a multi-disciplinary support team, collaborating with medical and rehabilitation professionals, community members, the Lifestyle Planner, and Volunteer Coordinator, under the direction and supervision of the Home Coordinator.

KNOWLEDGE, SKILLS & ABILITIES: Include information on required diplomas and degrees along with identifying the most important knowledge factors, including knowledge about practical procedures, administrative, technical or professional techniques, technical, scientific or program related processes, etc. Detail specific training if there is an occupational certification/registration requirement for the position. Specify the type of experience required for the position (see Writing Guide [Pages 12-14](#)).

- Excellent interpersonal behaviour and communication skills (ability to interact effectively with persons being supported)
- Ability to work effectively with people who have a developmental disability and challenging behavior
- Organization, time and general management skills

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- Good written and verbal communication skills incl. training in augmentative communication
- Ability to work independently and as part of a team
- Must be able to carry out repetitive lifting of individuals
- Require knowledge of medication administration and treatments and first aid
- Proficient computer skills including ability to access and use e-mail, MyAgent, Client Look-up database; basic knowledge of Microsoft Word and Excel
- Working knowledge of Occupational Health and Safety Act, Protection for Persons in Care Act, Accommodation Standards, Creating Excellence Together Standards, Personal Outcomes Index, Michener Services policies and procedures, Government of Alberta Code of Conduct
- Shift work is required

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CONTACTS: Identify the main contacts the position communicates with and the purpose of the communication (See Writing Guide [Pages 14-15](#)).

Position networks with healthcare and rehabilitation professionals, potential placement sites, community members and supports providers

SUPERVISION EXERCISED: List position numbers, class titles, and working titles of positions directly supervised (see Writing Guide [Page 15](#))

No supervision exercised in this position

CHANGES SINCE LAST CLASSIFICATION REVIEW: Identify significant changes, that have impacted the responsibilities assigned to your position since the last review (see Writing Guide [Pages 15-16](#)).

ORGANIZATION CHART: An organization chart that includes supervisor, peers and staff **MUST** be attached (see Writing Guide [Page 17](#)).

This information is being collected under the authority of Section 10 of the Public Service Act and will be used to allocate positions within a classification plan and to manage the Alberta government human resources program. If you have any questions about the collection of this information, contact the Job Evaluation Unit, 6th Floor, Peace Hills Trust Tower, 10011 - 109 Street, Edmonton, Alberta, T5J 3S8, phone 780/408-8400 or contact your Ministry Human Resource Office.