

**Benchmark Title****RESIDENCE WORKER****Job Summary**

Assists clients to live successfully in residential settings such as group homes. Ensures that clients' physical, emotional social, educational, medical needs are met. Assists clients to enhance quality of life with activities of daily living and the development of life skills.

**Key Duties and Responsibilities**

1. Participates in the assessment, goal setting and program planning (Personal Service Plan) for individuals living in a residence. Documents, implements and provides input into the evaluation of the program.
2. Provides life skills training such as meal preparation, housekeeping, personal care skills and personal finance and implements personal service plans.
3. Assists clients with activities of daily living such as feeding, lifts, transfers, hygiene, grooming and toileting. This may include transfer of function duties such as gastrostomy feeding, tracheostomy management, and suction and bowel management.
4. Participates in various client-focused activities in accordance with care plans.
5. Recognizes, analyzes and deals with potential emergency situations such as clients' aggressive behaviour to ensure no harm comes to the client and/or the public. Reports problems to the supervisor.
6. Administers medication to clients in accordance with established policy.
7. Assists with case management by identifying potential problems and reporting any difficulties. Provides input to counsellor, professional, with regard to the development of appropriate program plans to achieve residents' objectives. Contributes to the evaluation of residents' progress and prepares reports.
8. Provides emotional support and feedback to residents and their families.
9. Transports and assists residents to appointments, shopping or leisure activities.
10. Performs residence maintenance and housekeeping duties such as laundry, sweeping, mopping floors, mowing lawns, inventory, shopping, cleaning equipment and food services.
11. Maintains reports such as statistics, logbooks, daily activities on residents.
12. Identifies social, economic, recreational and educational services in the community that will meet clients' needs. Maintains liaison with other agencies, professionals, government officials and the community.
13. Performs other related duties as required.

**Qualifications***Education and Knowledge*

Certificate in a related human / social service field.

*Training and Experience*

One (1) year recent related experience.

Or an equivalent combination of education, training and experience.

# COMMUNITY SOCIAL SERVICES JOB EVALUATION PLAN RATING RATIONALE

**BENCHMARK TITLE:     Residence Worker**

FACTOR	REASON FOR CLASSIFICATION	DEGREE	POINTS
1	Education and Knowledge – Requires a certificate in a related human /social service field	3	56
2	Training and Experience – Requires 1 year recent related experience	3	75
3	Physical Demands – Often pushes, pulls, lifts or carries clients in awkward positions	7	50
4	Concentration – Monitors clients almost continuously to ensure that clients' safety needs are met	5	42
5	Independence – Guided by specific procedures and instructions; selects courses of action to provide personal hygiene care, life skills training and assistance with activities of daily living to residents	3	43
6	Judgement – Assesses clients' practical needs and chooses an approach using accepted procedures and techniques to assist residents in activities of daily living and provide life skills training	4	57
7	Leadership/Supervision – Little or no responsibility	1	20
8	Accountability – Work is reviewed for adherence to instructions and has direct impact on service provided; errors may result in limited waste of resources and have limited safety impacts	3	43
9	Communication – Facilitates clients' participation in activities of daily living; clients are normally cooperative	4	57
10	Care of Individuals – Work involves caring for clients including feeding and hygiene and providing emotional support	4	40
11	Environment/Working Conditions – Often exposed to highly undesirable working conditions in the form of bodily fluids and/or waste	6	50
<b>Total Points</b>			<b>533</b>