

## POSITION DESCRIPTION

### PART I - IDENTIFYING DATA

09-OG-12

<b>Position No.:</b>	<b>Department: Health and Social Services</b>
<b>Working Title: Residential Care Worker</b>	<b>Branch/Unit: Family &amp; Children's Services, CTS</b>
<b>Incumbent:</b>	<b>Location: 5030 5<sup>th</sup> Avenue, Whitehorse</b>
<b>Supervisor's Name: Nancy Duesener</b>	<b>Supervisor's Title: Supervisor, Children's Treatment Services</b>
<b>Position No: 15-649</b>	<b>Date Completed: March 24, 2000</b>

### PART II

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#### SUMMARY (broad statement of why position exists):

Reporting to the Supervisor, Children's Treatment Services, the position is responsible for primary care, intensive support and supervision of young persons with behavioural, social, emotional or addiction disorders in a residential setting. The primary responsibility of the position is to respond to and work with youth in a therapeutic manner to effect positive, behavioural change building self esteem and life skills in a residential setting. The position is responsible for the daily operations of the residence.

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#### A. DUTIES AND RESPONSIBILITIES

##### 1. Major function - the single most important activity or responsibility required (describe what is done, why it is done, and how it is done):

- a) Working as a part of a treatment team the position implements and maintains a structured residential setting that encourages the development of social skills and personal responsibility by;
- Acting as an effective, mature and appropriate model for the youth;
  - Interacting with youth in a therapeutic manner through use of routine, limit setting, relationship building and cognitive behavioural restructuring to encourage and effect positive behavioural change, self esteem and good life skills;
  - Teaching youth through group daily living, leisure activities, education, workshops and using teachable moments to effect change using educational materials, videos, outings;
  - Providing a caring and nurturing environment;
  - Providing for the physical and emotional safety of the youth by always knowing who is in the residence; maintaining a guest list of person's who may be with youth; seeing that youth leave the residence with a mature or approved family member; preventing physical or sexual contact between residents; a physically safe environment; thorough good maintenance of the residence;
  - Implementing all necessary emergency policies and procedures as they pertain to the youth's safety in the case of trauma, acting out or accident to any resident;
  - Conducting searches for youth on unauthorized leaves from the facility, liaisoning with RCMP;
  - Providing and supervising the daily functions of the residents related to meal preparation, daily care and maintenance of the residence;
  - Attending to youth's medical needs, booking appointments for medical and dental and ensuring appropriate paperwork is completed;

- Transporting youth to and from recreational outings, family visits, cultural and community outings;
  - Supporting family contact and contacts through phone calls, visits, family meals and rituals such as birthdays, and holidays such as Christmas.
- b) The Residential Care Worker ensures that all youth are accounted for and the residence is safe and secure by:
- making regular checks of the house and recording in the log book if a youth is absent without authorization;
  - checking all doors, windows, exits, etc. are secure as appropriate for the residence;
  - checking all emergency equipment at shift changes and notifying supervisor of needed repairs;
  - following established policies and procedures for response to accidents, trauma or disruptive or dangerous behaviours on the part of the residents, or unauthorized absences including notification for social workers and Supervisors through incident reports;
  - Conducting searches for youth on unauthorized leaves from the facility; liaisoning with RCMP.
- c) Working with the Supervisor, Child Treatment Services, the clinical Psychologist and the Child and Youth Case Workers, the position assists in implementation and assessment of treatment plans to meet the needs of troubled youth by:
- Assisting in the gathering of information through observation of youth behaviours, interviewing family members or other care givers;
  - Assisting youth to achieve goals according to their treatment plan;
  - Assisting youth to achieve goals of their life skills and educational plans;
  - Providing documentation which assists in the evaluation of treatment plans and treatment progress through the maintenance of logs, behavioural checks, daily dairies; month end reports, etc;
  - Attending staff meetings.

**Approximate percentage of job time major function is performed: 50%**

**Other Principal Activities (describing for each what, why and how, and appropriate percentage of time required, rounded off to the nearest 5%, e.g. 20%):**

- a) The Residential Youth Worker maintains the cleanliness and orderliness of the residence on a daily basis. This is accomplished by:
- doing household laundry daily
  - shopping for and preparing meals during the day, and at night, baking, food ordering and menu planning
  - providing general cleaning as per the weekly schedule;
  - maintaining of the grounds, storage areas;
  - preparing clothing inventories, food inventories; household inventories;
  - maintaining a list of repairs needed and reporting to supervisor and or property management

**Approximate % of job time this function is performed: 25%**

b) Record Keeping: The position assists in maintaining a monitoring system of residence and youth treatment by:

- Maintaining records of shift diaries of each youth including any visits, appointments, telephone calls, etc.;
- Booking appointments;
- Maintaining a daily log book, ensuring the whereabouts of youth and staff are logged;
- Maintaining critical incident reports;
- Filing, faxing incident reports to appropriate departments and agencies
- Checking locked medicine cabinet to know what drugs are to be dispensed, to whom, when, what dosage; ensuring worker receives drugs and instructions for youth to take. If it is a prescribed medication, logged in medication book and on youth file.

**Approximate percentage of job time this function is performed: 20%**

**3. Examples of additional activities, which may be performed from, time to time:**

- Acting as Fire Marshall by following policy directives
- Moving furniture, boxes, food
- Preparing outdoor camps and outings
- Assisting in program development

**Approximate percentage of job time this function is performed: 5%**

**4. Approximately how long will it take for a fully qualified employee from outside the work unit to reach the full working level of the position?**

6 months

**B. PROBLEM SOLVING AND DECISION MAKING**

**1. a) List any Acts, Regulations and/or Policies/Procedures with which the incumbent must be fully familiar in order to perform the position's functions (e.g. Motor Vehicle Act, Business Corporations Act):**

- Yukon Children's Act
- Young Offender's Act (Youth Criminal Justice Act)
- Family and Children's Services Policy Manual
- Residential Youth Treatment Services Policy Manual
- Occupational and Safety Act
- Human Rights Legislation
- ATTIP

**b) Is the position responsible for interpreting, administering or enforcing any of the above? If yes, explain:**

- The position will be required to interpret and apply residential Youth Treatment Services policy manual when it pertains to youth in residential care.
- The position will be required to interpret and apply Child in Care policies regarding the care of youth from the Family and Children's Services Policy manual

**2. (a) Describe the kinds of recommendations the incumbent is regularly required to make and to whom:**

- May make recommendations regarding policy and procedures that affect his/her ability to perform the tasks of the position.
- Day to day operational needs of the residence to Supervisor and/or Team Leaders
- daily care requirements of the resident youth to Team Leaders;
- recreational programming for the treatment of youth to the Team Leaders

**b) Who normally makes the final decision with respect to those recommendations?**

- Supervisor or Team Leaders makes the final decision with respect to the recommendations made by the incumbent

**3. a) Describe the kinds of final decisions regularly made for which the incumbent is held accountable.**

- planning and carrying out program activities, i.e. recreational, cultural,
- planning daily routines, menus,
- carrying out a treatment plan
- the cleanliness and good functioning of the residence.

**b) What is the direct impact of those decisions?**

- The safety and emotional well-being of the resident
- The efficacy of case management and treatment
- The measurement of progress and the discharge plan

**C. FREEDOM TO ACT**

**1. Describe the way in which this position receives direction.**

- The Supervisor, Child Treatment Services provides direction through team meetings, orally on a daily basis, written communications in the communications book.
- Daily shift change meetings with the Child and Youth Case Worker, working with Child and Youth Caseworkers on shift

**2. What legislation, regulations, procedures or established practices guide, constrain or limit the activities of this position?**

- Yukon Children's Act
- Young Offender's Act (Youth Criminal Justice Act)
- Family and Children's Services Policy Manual
- Residential Youth Treatment Services Policy Manual
- Occupational and Safety Act
- Human Rights Legislation
- ATTIP

### 3. How is the work of the position normally checked or evaluated?

- On-site supervision
- Written materials
- Feedback from youth and families
- Feedback from peers, colleagues, social workers and other professionals
- An annual employee evaluation

### 4. a) What types of decisions are normally referred to the supervisor (give examples)?

- Changes to treatment planning (in consultation with the psychologist)
- Use of stabilization when the youth is at risk because of self-harm/
- Laying of charges against youth for property damages, assaults, related legal issues
- Rescuing youth from high risk situations
- Hospitalizing a youth for risky behaviours
- Changes to program or administrative decisions ( for example purchasing program materials, or purchases for the residents in excess of the normal daily living requirements)

### b) What types of decisions are normally referred to the social worker?

- decisions regarding the youth's medical needs
- family visitation schedules
- life books
- educational materials, sports equipment requirements
- travel outside of the Yukon

### c) What types of decisions are normally referred to the Child and Youth Case Workers?

- management decisions related to the facility
- staffing requirements
- house rules as they pertain to group living

## D. FINANCIAL ACCOUNTABILITY

### 1. Program dimensions:

The worker may be requesting AO's from social workers for educational, recreational and other program areas. They may also be using clothing cards assigned by social workers to assist youth to purchase clothing supplies. This position may also assist youth to use their Child Tax Credit according to the budget for each child and may deposit money into a youth's account according to the budget. They may also purchase Christmas and birthday gifts. They may access petty cash for the purposes of allotting rewards for the youth's incentive programs; and may from time to time use petty cash to purchase small items for the residence or residence use, for example, a grocery item which may be needed, or some second hand books for the youth library.

## E. MANAGEMENT/SUPERVISION OF HUMAN RESOURCES

- x 1. No supervisory duties

**F. KEY PERSONAL CONTACTS**

<b>WHO</b>	<b>PURPOSE</b>	<b>FREQUENCY</b>
Youth	Clients of the program	Continually
Parents/caregivers	Treatment/visits	Daily/weekly
Social Workers	Referrals, assessment, treatment	Daily
Alcohol and Drug Services	Referrals, consultations	Periodically
Skookum Jim's Friendship Centre	Referrals, consultations, co-ordination of services	Periodically
Physicians, public health officials	Referrals, consultations, co-ordination of services	Regularly
School personnel	Referrals, consultations, co-ordination of services	Daily
Whitehorse General Hospital	Referrals	Periodically
Youth Probation's	Referrals, case consultations, co-ordination of services	Weekly
Psychologists	Referrals, consultations, co-ordination of services	Weekly
Group Homes	Co-ordination of services, consultations	Regularly
RCMP	Referrals, consultations	Regularly

**G. TOOLS, EQUIPMENT OR MACHINERY USED**

<b>NAME</b>	<b>PURPOSE</b>	<b>FREQUENCY</b>
Household appliances	Daily living/teaching living skills	Daily
Recreational and sports equipment	Leisure	Daily/weekly
Vehicle	Appointments/recreation	Daily
Fax/computer/copier	Documentation	Daily

**H. WORKING CONDITIONS**

**Describe any adverse conditions that are normal and expected in the job.**

a) Describe weights lifted:

<b>TYPE</b>	<b>PERCENTAGE OF THE TIME</b>
Boxes of groceries and materials coming into home, paper products, boxes containing cleaning materials for residence and office, garbage From 5 to 50 lbs	10%
Vacuums, rug cleaners, scrub pails, furniture when cleaning	10%

- b) What working conditions (sitting, standing, bending, reaching) or types of physical effort (hiking, walking, driving) are required?

<b>TYPE</b>	<b>PERCENTAGE OF THE TIME</b>
Driving	5%
Sitting	35%
Standing/walking	60%
Shiftwork in 24 hour operation	100%

- c) Describe any physical hazards present.

<b>TYPE</b>	<b>PERCENTAGE OF THE TIME</b>
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Potential physical abuse from residents 100%  
 Risk for infection TB, Hepatitis C, HIV, blood products  
 cold and flu infections

- d) Describe special physical conditions leading to discomfort:

<b>TYPE</b>	<b>PERCENTAGE OF THE TIME</b>
Restraints	2%
Security checks	5%
AWOL Searches	5 – 10%

- e) Interpersonal conditions: Check any of the following conditions which are normal and expected in the job and give examples:

- x high level of dissatisfied clients
- x high level of emotional clients
- x potential physical abuse from clients
- x regular critical deadlines
- x high level of irregular critical deadlines
- x constant interruption
- x instructions from more than one source

- f) Travel Required

- a) average number of trips annually: 5  
 (to transport youth for family visits and on outings in Whitehorse and to communities)
- b) average number of days per trip 1
- c) most frequent distance per trip 150 – 300km
- d) most frequent mode of transportation car

**I. ORGANIZATIONAL CHART**

Title: Supervisor, Placement and Support  
 Position No:15 -120  
 Classification: SS 20  
 Rating: E1YM E4LH E1DM

Title: Supervisor, Child Treatment Services  
 Position No. 15-649  
 Classification SS17  
 Rating: E1YL D4JL D1DL L2BH  
***SUPERVISOR'S POSITION***

Title: Residential Care Worker Position No: seven permanent positions Classification: Under review Rating:	Title: Child and Youth Case Worker Position No: three new positions Classification: Under Review Rating:
<b><i>SUBJECT POSITIONS</i></b>	<b><i>PEER POSITIONS</i></b>

### PART III - SIGNATURES

1. Supervisor: I have reviewed (with the incumbent) the duties and Responsibilities assigned to this position.

2. Incumbent: I have read the foregoing position description and understand that it is a general description of the duties assigned to the position occupied by me.

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Supervisor's Signature

\_\_\_\_\_  
Incumbent's Signature

\_\_\_\_\_  
Date

\_\_\_\_\_  
Date

### PART IV - QUALIFICATIONS

To be completed by Departmental Administrator in conjunction with this position's supervisor.

#### A. Knowledge and Skills Required

Knowledge of normal and abnormal adolescent behaviours and family dynamics

Knowledge of the effects of child abuse, neglect and FAS

Effective communication

Ability to observe and assess youth behaviours

Ability to prioritize youth activities and follow a treatment/case plan

Ability to use crisis intervention techniques

Ability to provide general housekeeping and meal preparation

Ability to lead youth in a variety of activities including outdoor activities

Ability to teach life skills and provide counselling to youth

Ability to participate as a team member in formulating treatment/case plans

Good interpersonal and organizational skills

Ethical and professional approach

Ability to work in a cross-cultural environment

Ability to work as part of a team and independently

#### B. Licenses, Certificates and Conditions of Employment Required

CPI

Standard First Aid Certificate

CPR – level B

Valid Yukon Class 5 Driver's License

Security Check

Medical Examination

**C. Other skills and/or knowledge which may be desirable, but not necessarily essential to the performance of the position's duties.**

Training in life skills coaching, addictions counselling skills.  
Knowledge of community recreational and cultural resources  
Knowledge of traditions and culture of Yukon First Nations  
Knowledge of Young Offender's Act and Yukon Children's Act

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**Director, Human Resources:**

Comments:

**Branch Director:** I approve this position description as being representative of the work required to be performed and that the responsibility levels identified have been delegated to this position.

\_\_\_\_\_  
Signature

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Signature

\_\_\_\_\_  
Date

\_\_\_\_\_  
Date