

## Casual Resource Centre Worker (Yukon)

### ABOUT US

John Howard Society Pacific (JHS) is a non-profit organization which provides the opportunity to work with purpose, and impact change in your community. We are a dynamic, innovative social service organization that strives to create safe, healthy, and inclusive communities for all. We do this through a continuum of programs which provide assistance with housing, life-skills, education, employment, and community-based services, with the goal of helping individuals achieve greater independence.

### ROLE PURPOSE

This position will provide support to residents of John Howard Society Pacific's (JHS)'s programs in areas relating to individual risk and needs in order to ease their transition to the community and assist in their reintegration efforts, ensuring the orderly and safe operation of the facility, and maintaining the goals of the program. The Resource Centre Worker is responsible for the provision and coordination of services to residents in the community.

### HOURS

- Saturday and Sundays evenings (4pm to 12am) and overnights (12am to 8am)

*This position requires the ability to work flexible hours based on operational needs.*

### LOCATIONS

Whitehorse, Yukon

### KEY ACCOUNTABILITIES

#### *Programs*

- Interviews clients to prepare care plans and background information for which confidentiality is required
- Under the general guidance of the Program Manager, assumes a primary or key worker role with assigned resident(s) as required
- Provides input to the Program Manager and/or other staff with regard to the development of appropriate care plans to achieve the resident's objectives
- Is cognizant of, and works towards the implementation of the care plan established for each resident
- Meets with each resident on a routine basis to discuss progress and plan future interventions
- Assists the Program Manager and/or other staff in the identification of potential problems and reports any difficulties
- When assigned, facilitates social, recreational, employment, educational, and other programs as appropriate to assist the resident's case/care plan

### OUR VALUES

- Inclusive ·
- Accountable ·
- Person-Centered ·
- Collaborative ·
- Determined ·

- Contributes to the evaluation of the resident's progress and makes both written and oral reports to be available to the remainder of the staff team
- Maintains client files including statement of goals, case/care plans, summaries, case notes, reviews and closing reports
- Develops and maintains an in-house resource area containing current information/brochures of programs and services which are available to residents
- Ensures residents are in compliance with the terms of their residency and are aware of the rules of the facility
- Provides emotional support and feedback to residents and their families
- As appropriate, supports residents towards integration and normal functioning within the community
- Acts as a positive role model for clients, providing life skills training and behaviour management as appropriate
- Provides access to medications and monitors medication use as required
- As necessary, provides transportation and assists residents to attend appointments
- Works with the client to consider issues and creates a mutually agreed intervention and support plan that has measurable short and long-term goals
- Ensures issues of daily living, including but not limited to housing, nutrition, clothing, hygiene, leisure lifestyle and access, employment, and education are addressed in this plan
- When and as needed, provides a wide range of interventions to enable the client to address and accomplish the established goals
- Interacts with other professionals, family members, and organizations to ensure services, admissions, and treatments are in the client's interest and supportive of the long-term goals
- On the client's behalf, is a resource to other professionals, including but not limited to the courts, probation services, community and institutional services
- With other residence staff plans, develops and delivers in-house programs to address the needs of the residents

#### *Community*

- Works with volunteers to support and enhance the goals of the residence programs
- Identifies and connects with social, economic, recreational, employment and educational services in the community that will meet the needs of the client
- Maintains effective liaison with other agencies, professionals, government officials and the community in order to contribute to the success of the case/care plan of the resident
- Provides outreach, case management, counseling, advocacy, and other needed services to clients in any environment including: the streets, shelters, institutions, hospitals, apartments, and office
- Provides individually tailored services to each client—i.e. housing placement, independent living skills, vocational guidance, appointment escorts, information and access to integrated substance use treatment and counselling including, family, relationship, parenting

- Educates, informs and advocates for clients regarding benefits and entitlements (social assistance, rental subsidies, employment supports, low income services, i.e. food bank)
- Supports and provides services for all clients who have histories of homelessness and lived experiences of facing multiple barriers such as substance abuse, mental health, involvement in the criminal justice system, and trauma
- Creates, builds, and fosters partnerships with housing providers and landlords

#### *Residential*

- Supervises the activities of the residence, its residents and volunteers, while on shift including maintaining case notes and the logbook
- Along with the other residence staff, monitors and ensures effective operation of the facility including quality control concerning cleaning equipment, indoor and outdoor maintenance, inventory and food services
- Provides input into meal scheduling, monitoring, and other related activities as required
- Ensures the security of the residence
- As assigned, is responsible for developing, implementing and maintaining housekeeping areas and the upkeep of the facility both inside and outside by involving the residents in this process when deemed appropriate
- As assigned, is responsible for purchasing items for the residence
- As assigned, assists with the details of the operation of the facility, including but not limited to administrative support
- As necessary, accepts responsibility of being on-call
- As required, accompanies residents to appointments and community outings, following the restrictions imposed by the courts/review panels

#### *Other*

- Participates in staff and resident/staff meetings
- Assists with the orientation and training of new staff and volunteers
- Other duties may be assigned from time to time

### **QUALIFICATIONS**

We are seeking a highly motivated individual with a proven ability to work within a fast-paced, growth-focused environment. The ideal candidate has:

- Graduate with a Diploma or Certificate in relevant field with one year of related experience
- Counselling experience in the appropriate field and demonstrate a clear ability to respond well in crisis situations
- Demonstrated experience in an applicable residential setting
- Ability to satisfy the requirements of the residence contractor in regard to previous criminality as deemed necessary
- Demonstrated a good working knowledge of the technical details important to the functioning of group residences

- Awareness of the funder concerns, laws and policies related to the specific residence program
- Demonstrated the ability to teach skills and work effectively with others
- Knowledge of theory, principles and practices in the fields related to the particular residence
- Excellent written and verbal communication skills in English.

### **REQUIREMENTS**

- Ability to successfully complete a reliability clearance and vulnerable sector screening
- Current Emergency First Aid Certificate
- Class 5 driver's license
- Personal transportation that is in good repair, insured for business up to \$1,000,000 for liability, and which can be used to transport clients

### **COMPENSATION**

Based on experience and qualifications.

### **WHAT WE OFFER?**

- Committed Living Wage Employer
- Great work environment
- Competitive benefits
- Opportunity to work with purpose for non-profit organization



### **DIVERSITY**

JHS welcomes applications from all qualified applicants including but not limited by those of any sex, race, orientation, or disability. Multilingual skills and multicultural competence are assets.

### **HOW TO APPLY**

Please submit your application with a detailed cover letter and resume with the subject line "Casual Resource Centre Worker (Yukon)" to [careers@jhspacific.ca](mailto:careers@jhspacific.ca)

JHS