

The Alzheimer Society of Windsor – Essex County

JOB DESCRIPTION

POSITION TITLE: Client Support Staff – Client Programs	DATE ISSUED: March 14, 2008
REPORTS TO: Manager of Client Care Programs	ISSUING AUTHORITY: Chief Executive Officer
PROGRAM: Client Programs	LAST REVIEW DATE: September 2009; September 2016

POSITION SUMMARY:

Reporting to the Manager of Client Care Programs or designate, and serving the residents of Windsor and Essex County as a vital member of the Client Support Staff team, key duties are to assist in the provision of social engagement activities for clients with Alzheimer's disease and related dementias. Client Support Staff may prepare meal and snacks for clients and may assist clients with ADL's, activities, socialization, grooming, toileting, etc. in both the Day Away and In-Home Respite Programs. As part of the Respite Program, Client Support Staff provide respite for the caregiver, for a specified period of time, in the clients' home, while performing the above noted duties. Client confidentiality is to be maintained at all times. Attendance at Society fundraising and client-centred events is encouraged.

QUALIFICATIONS:

- Recognized Ontario Grade 12 diploma or equivalent as recognized by the Ontario Ministry of Education is minimum required qualification
- Personal Support Worker Certificate and/or Social Service Worker Diploma, or higher required
- Experience working with seniors, particularly those with cognitive impairment is required
- Current CPR and First Aid certification must be maintained at all times
- A diploma in Social Services Work Gerontology program is an asset
- A current, valid driver's license with no restrictions and use of a reliable personal vehicle
- Up-to-date auto insurance coverage
- Must be a "team player"
- Knowledge of Voicemail, Microsoft Word, Microsoft Office, and Excel

SPECIAL SKILLS:

- Experience with Alzheimer's disease and or other dementia
- Excellent organizational skills
- Critical thinking skills
- Excellent interpersonal, communication and report writing skills
- Basic computer skills
- Adaptability to changing workplace demands
- Although education/experience is important, a sincere willingness to learn and grow with the organization and a keen sense of pride of service to our community is vital for success.

POSITION TITLE:

Client Support Staff – Day Away/ In – Home Respite

SUPERVISES/MANAGES:

Regular: N/A

Periodic: Students/Volunteers

KEY DUTIES:

- Works as a team member with other staff
- Provides personal care and assistance with activities of daily living as necessary (eating, grooming, toileting, dressing, etc.)
- Provides activation and motivation for the client (e.g., music, exercise, creative endeavours, etc.)
- Per policy and procedures, is responsible for following DNR orders as legally documented
- Maintains open lines of communication
- Maintains a safe and secure environment at all times
- Participates in staff meetings and shares pertinent client information with the Manager of Client Care Programs and the Client Program Team
- Maintains open lines of communication with families, caregivers and other staff and completes necessary paperwork and record keeping
- Individually accountable for the provision of care and safety of the client
- Performs light housework duties upon request, provided it will not interfere with care and safety of the client
- Provides Palliative Care as needed
- Remains current on information and research related to Alzheimer's disease and related dementia
- Maintains confidentiality of all client information at all times
- Acts as a client advocate
- Attends on-going professional development seminars
- Assists with fund development/community relations ventures for the Society
- Treats all clients, public, staff, students and volunteers with dignity, empathy and respect
- Complies with ASWE Policies and Procedures
- Follows organization's Occupational Health and Safety Program
- Able to work with minimal supervision
- Conducts oneself professionally at all times
- Maintains an overall attitude dedicated to excellent customer service

HOURS OF WORK EXPECTATIONS:

The Society requires its Client Support Staff to provide ongoing consistent availability. Client Support Staff must be available to work a minimum number of hours during a week, including day, afternoon and midnight shifts. Client Support Staff must also be available every other weekend (both Saturday and Sunday) for shifts, including holiday weekends, however, Client Support Staff are not expected to work on statutory holidays. Scheduled hours may change to reflect the needs of the Society.

POSITION TITLE:

Client Support Staff – Day Away/Respite

REQUIREMENTS:

- Confidentiality to be strictly maintained at all times
- Police Criminal Record Check (including Vulnerable Sector Check)
- Annual physical examination is required (with written documentation)
- Annual Flu shot strongly recommended

PHYSICAL DEMANDS:

- Lifting
- Bending
- Reaching
- Moving Supplies
- Assisting clients with mobility

I have studied and discussed the job description outlined above. At this time I understand and have no questions concerning any duties outlined.

(Signature)

(Date)

Witness (Name & Title)

(Date)