



LOOKOUT EMERGENCY AID SOCIETY

Job Description

Lookout Emergency Aid Society is the "safety net" which provides minimal barrier housing and a range of services to destitute and low income adult men and women who have few, if any options, and who demonstrate an inability to meet their own needs.

Job Title: **Drop-In Worker**

Classification:

Benchmark Match: Activity Worker -81002 Date Prepared: January 28, 2002

JOB SUMMARY:

The Drop In Worker reports to the Drop In Manager or designate and works in accordance with the mission and philosophy of Lookout Emergency Aid Society including following Lookout's Code of Ethics. Duties and responsibilities include implementing activities ranging from structured to unstructured programs which are intended to build up and/or maintain an individual's life and social skill level. Drop In Workers provide services on and off site independently and/or with staff from other services.

DUTIES AND RESPONSIBILITIES:

1. Implements social and recreation activities which range between being structured and unstructured, individual or group oriented by performing duties such as identifying, conducting and/or hosting activities and programs which address the social needs of clients, develop and/or maintain life skills or serve as bridge into programs offered by other services and encouraging clients to participate. Organizes space for those that do not wish to participate in any activities.
2. Provides support, supervision and assistance to clients by performing duties such as encouraging participation in activities, monitoring client participation against expectations and past social history and administering medication and money.
3. Supports and encourages individuals who may not have many social/life skills and may be

- disenfranchised from other services to come to the Drop In and participate in programs by performing duties such as developing relationships with individual and linking with educational or rehabilitation services such as anger management classes.
4. Performs a variety of cleaning duties such as sweeping and mopping floors, vacuuming, dusting, washing dishes and doing laundry utilizing volunteers and members as much as possible.
 5. Assists members with care and services provided outside of Lookout to encourage cooperative, coordinated and supportive work relationships between involved workers by performing duties such as communicating with professional or other workers providing treatment, services or support to each member.
 6. Participates as a team member with other staff to ensure a safe and caring environment by performing duties such as responding to emergency issues, attending general and team meetings and supporting others through methods such as sharing of knowledge and information.
 7. Performs a variety of duties related to donations of clothing including accepting, organizing, cleaning and distributing donations.
 8. Completes and maintains related manual and computerized records and documentation by performing duties such as documenting interactions with clients, maintaining statistical data, completing individual client cards, medication charts and accounting forms. Provides related reports as required.
 9. Assists in providing orientation to new employees or students by performing duties such as familiarizing individuals with the policies and procedures or equipment of the facility and/or work area. Gives tours of services offered by Lookout.
 10. Provides direction to member(s), volunteer(s) and/or community placements assigned to work area by performing duties such as demonstrating tasks, monitoring work, supporting member(s), volunteer(s) and/or community placements in completing functions and maintaining their work and attendance schedules.
 11. Observes members and their environments to ensure the safety of clients and the premises by performing duties such as reporting unsafe conditions, incidents and/or behaviours, interacting with clients including observing client behaviour, investigating disturbances, dealing with client emergencies in accordance with guidelines and reporting incidents to appropriate staff or authorities. Records observations for communication to other staff.
 12. Performs other related duties as assigned.

QUALIFICATIONS:

Education, Training and Experience

Grade 12, Basic First Aid Certificate, two (2) years of recent related experience or an equivalent combination of education, training and experience.

Minimum of two (2) years' sobriety if having alcohol and/or drug problems.

Crisis Intervention Skills Training an asset.

Skills and Abilities

- i) Demonstrated ability work independently.
- ii) Demonstrated ability to communicate effectively both verbally and in writing.
- iii) Demonstrated physical/mental ability to perform the duties of the job.
- iv) Demonstrated ability to operate related equipment.
- v) Demonstrated suitability to work with disadvantaged and challenging adults in a diverse environment.
- vi) Demonstrated initiative and creativity in planning programs and activities.
- vii) Demonstrated ability to organize work.
- viii) Demonstrated ability to provide work direction.
- ix) Demonstrated ability to understand and maintain client/worker boundaries.
- x) Demonstrated ability to deal with others effectively.