



Community Care Worker

Position Code:

Pay Band: 7

Division: Community Services

Effective: April 2024

Reports To: Library CEO

Revised:

Direct Reports: None

Status: Contract Part-Time

Position Summary

Reporting to the Library CEO, the Community Care Worker is responsible for working with the public to help people find services and make changes to improve their lives. They are responsible for working directly with vulnerable individuals who are affected by mental health, addiction, homelessness, marginalization, or live in poverty. This position is responsible for working with the public, de-escalating difficult situations, and assessing potential risk posed by patrons exhibiting challenging behaviours. Issues presented to this position may be varied and complex and require a great degree of discretion. The main duties and responsibilities of the position are in the areas of social support, employee training, grant/program reporting and statistics, and general library support.

Duties and Responsibilities

1. Social Support (50%)

- (a) Assist patrons in finding solutions and resources to address social, behavioural, and educational needs, providing appropriate information, supports, referrals, and advocacy.
- (b) Work to build relationships with members of vulnerable populations, such as people in crisis, facing homelessness, poverty, additions and/or mental illness, without judgement.
- (c) Plan programs of assistance for patrons including referral to agencies that aid in matters pertaining to finances, housing, medical treatment, or legal.
- (d) Act as an advocate in the community to help find solutions to problems directly affecting patron groups and develop prevention and intervention programs to meet community needs.
- (e) Respond to patrons in crisis situations, working directly with, or supporting staff, to de-escalate and maintain a safe environment.
- (f) Create low-barrier entry for individuals seeking social worker services.

Position Description

Community Care Worker

2. Employee Training (25%)

- (a) Work with library staff to build capacity and skills in working with patron who face marginalization.
- (b) Policy, procedure, guideline, and resource development.
- (c) Assist in identifying and resolving urgent safety and risk management issues on an individual basis using de-escalation techniques and non-violent intervention.
- (d) Draft communication materials about services, programming, and operations provided internally by the library and externally by community organizations.

3. Grant/Program Reporting and Statistics (20%)

- (a) Responsible for grant reporting and keeping accurate and timely documentation to support grant outcomes. Maintain accurate records and documentation of patron interactions.
- (b) Maintain and report statistics through the federal database Homeless Individuals and Families Information System (HIFIS).
- (c) Analyse these outcomes to determine if goals generated through feedback are being met.
- (d) Complete program reports regarding services provided and known outcomes, report these services and outcomes to the leadership team monthly.

5. General Library Support (5%)

- (a) Provide coverage and/or support to Information/Children & Youth Services as scheduled or as needed.
- (b) Familiarity with Integrated Library System to assist patrons with material searches, reference, and placing holds.
- (c) Participate in closing procedures to ensure building security according to shift as required.
- (d) Respond to general enquiries, concerns, and issues from the public; direct patrons to specialized staff as required.
- (e) As scheduled, designated "Staff Lead", responsible to ensure closing routine completed and in the event of an emergency, contact appropriate management and authorities.

Position Description

Community Care Worker

Work in compliance with the Highway Traffic Act, Occupational Health and Safety Act, WHMIS, applicable legislation, regulations, statutes and departmental policies/procedures/practices and operational guidelines. Ensure that all necessary personal protective equipment (e.g. safety boots, hard hat, reflective vest, gloves, hearing protection, eye protection, etc.) are used and are maintained in good condition.

Perform other related duties, as assigned, that are in accordance with job responsibilities and/or necessary departmental or corporate objectives.

Knowledge, Skills and Experience

1. Post-secondary education in Social Services Work or Social Work.
2. In good standing with the Ontario College of Social Workers and Social Service Workers.
3. One (1) year in-field experience in social service work. Training in mental health first aid, nonviolent crisis intervention, or de-escalation would be considered an asset.
4. Excellent administrative, communication, interpersonal, organizational, time management, and public relations skills, together with the ability to use tact and discretion and to deal courteously and effectively with the public and fellow staff members.
5. Ability to multi-task, cope with interruptions and work under pressure to meet multiple deadlines, exercise discretion and good judgment particularly when handling highly confidential/sensitive information. Possess a high degree of initiative and personal integrity.
6. Working knowledge of Windows and Microsoft Office applications, Integrated Library Systems, internet, database management software, and office equipment.
7. Ability and willingness to travel within the community and out of town as required.
8. Possess a current Criminal Record & Judicial Matters Check (Level 2) with results satisfactory to the employer, and a valid standard first aid & CPR/AED Level C certification (or willing to obtain).

Physical Demands and Working Conditions

Physical Effort: The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this position. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Position Description

Community Care Worker

Some sedentary work with no undue fatigue that involves sitting but may require standing or walking for periods of time. Individual must operate office equipment such as computers, copiers, faxes, scanners, and calculators. Must have the ability to stand, sit, reach with hands and arms, and stoop, kneel, or crouch. Exposure to dust. (70%) Must be physically able to push, pull, lift, carry or otherwise move objects up to 10 pounds on a regular basis and exert up to 20 pounds of force occasionally. Must be able to move wheeled carts (push & pull) when loaded weighing up to 100 pounds (30%).

Normal hours of work average twenty (20) per week. Shifts will range from four (4) to seven (7) hours per day plus a one (1) hour unpaid meal break when applicable. Scheduled shifts include days, evenings, and weekends. Flexibility in scheduling is necessary as there may be the occasional requirement to change shifts, work holidays and/or work extra hours as required/assigned.

Physical Environment: Work is conducted on-site in a standard library environment. (100%)

Sensory Attention: Visual concentration and repetitive keyboarding tasks. Ability to coordinate hand and eyes rapidly and accurately when using equipment. Periods of continual visual concentration and must be able to distinguish numbers and characters on an electronic screen. Vision abilities required include close vision and ability to adjust focus (70%). Requires the ability to prepare and read a variety of reports, letters/correspondence, budgets, purchase orders, etc. The ability to communicate effectively including explaining processes, instructions and speaking before groups of people (30%).

Stress: Limited mental stress, in normal situations with limited pressure where the seriousness of the outcome is limited. (85%) Occasional exposure to disgruntled members of the public. (10%) Requires the ability to deal with people beyond giving and receiving instructions. Must be adaptable to performing under stress and when confronted with emergency situations. (5%)

Contacts and Dimensions

Direct Reports: 0

Indirect Reports: 0

Total Employees Serviced: 0

Other Working Relationships: Position communicates regularly with Library staff, Town staff, staff at other libraries, patrons, volunteers, professional associations, internal/external library groups, and the public.

Position Description

Community Care Worker

Budget: n/a

Salary Budget: n/a

Review and Signatures

Employee Name: _____

Signature: _____ Date: _____

Supervisor Signature: _____ Date: _____

Manager/HR Signature: _____ Date: _____