



AMENDED CLASSIFICATION DECISION

Position Title:	Support Worker Shift Lead
Department:	Health and Social Services
File Number:	109173

Evaluation Result:	IS13
Effective Date:	June 17, 2019
Evaluation Date:	November 12, 2019

Group Allocation Rationale:

IS – Provides support to clients at the Whitehorse Emergency Shelter.

Points Summary

Knowledge and Skills	Mental Demands	Accountability	Working Conditions	Total Points
140	40	46	17	243

KNOWLEDGE AND SKILLS

D 1 N Med	Requires a solid knowledge of the topic area to provide general oversight and guidance to Support Workers.	<p><u>Similar to SS13a – Child and Youth Case Worker</u>, who requires solid knowledge of the topic area to participate in the development, implementation, and assessment of treatment plans and monitor the work of residential care workers and the safety of youth/staff.</p> <p><u>Weaker than SS15a – Community Mental Health Nurse</u>, who requires a strong level of specialized knowledge and skills to provide mental health services to a diverse clientele.</p>
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MENTAL DEMANDS

D 3 h	(low) Although individual situations are unique, problems are resolved in reference to previous experience, as well as overarching best practices and methods.	<p><u>Somewhat similar to ST14a – Conservation Officer</u>, where judgement is limited by the legislation and established program policies, guidelines, and priorities. Although situations are unique, they are in familiar areas and a limited range of solutions exists for dealing with them. Sensitive and complex issues are referred.</p> <p><u>Weaker than SS15a – Community Mental Health Nurse</u>, who deals with a wide range of mental illnesses, and where judgement is required to provide an integrated approach to the treatment of multiple issues and to assess the level of risk of suicidal and forensic clients.</p>
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ACCOUNTABILITY

C 1 S High	Position has freedom to provide oversight and guidance to Support Workers during shifts; activities, decisions, and recommendations impact the physical and emotional wellbeing and safety of clients.	<p><u>Somewhat similar to SS13a – Child and Youth Case Worker</u>, who is responsible for shift supervision, performs a major role in the development, implementation, and assessment of treatment plans, and where activities have a direct affect on youth.</p> <p><u>Stronger than TR12a – Partsperson</u>, where activities and decisions have a solid impact on equipment accessibility, availability, and downtime, and on branch operations.</p>
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WORKING CONDITIONS

L		<u>Weaker in Physical Effort than PS6a – Liquor Store Clerk</u> , who lifts, carries, and moves cases of liquor to stock shelves, and spends much of the day standing and walking about the store.
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B		
High	Adverse conditions are continuously present.	<u>Stronger in Hazards and similar in Discomfort to SS15a – Community Mental Health Nurse</u> , where there is some exposure to physical harm from emotional and unpredictable clients, and there is mental stress associated with dealing with the mental health issues of clients.

Classification Analyst: <i>[Signature]</i> 2019/11/12.	Approved by: <i>[Signature]</i> 2019.11.12	Data entry by: <i>[Signature]</i> 2019/11/12.
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DISTRIBUTION: PSC (original), Department, Employee

JOB DESCRIPTION

Section 1 - Identifying Data

Position Title: Support Worker Shift Lead

Department: Health and Social Services

Branch: Social Supports Branch, Whitehorse

Emergency Shelter

Position Number: TBD

Location: Whitehorse

Supervisor's Title: Supervisor, Whitehorse

Medical Clearance Required: Yes

Emergency Shelter

Security Clearance Required: Yes

Date Completed: July 2, 2019

Section 2 - General Summary

The Whitehorse Emergency Shelter (WES) is a 24/7 low-barrier facility offering a broad range of both public and targeted services and supports to vulnerable and at-risk populations, including: supportive housing; drop-in services, including health and social supports; emergency shelter; food/meals; showers; laundry; respite/a place of safety; and harm reduction supplies and supports, among others.

The Support Worker Shift Lead is responsible for creating and modeling for other staff a safe, supportive and respectful environment for all residents, guests, visitors, and members of the public accessing the facility. Reporting to the Supervisor, this position is primarily responsible for providing general oversight and guidance to Support Workers during each shift, in the absence of an onsite Supervisor; for being the lead worker on shift responsible for key decision making and directing responses to urgent or emergent situations, as needed; and, for making key decisions on behalf of the Supervisor (when needed and as directed).

The Shift Lead is also responsible for frontline duties, including: providing support and crisis intervention; initiating basic case planning with residents and guests; assisting with implementing resident and guest case plans and making referrals to and liaising with other service providers; orienting guests and visitors to the facility; informing guests/visitors about their rights and responsibilities and the supports available onsite; and, continually assessing and mitigating any emergent safety risks within the facility for residents, guests, visitors, staff, and members of the public.

Section 3 - Principal Duties and Responsibilities

1. Provides general oversight and guidance to Support Workers during each shift, and is responsible for key decision making and directing responses to urgent or emergent situations, utilizing collaborative, team-based decision making where possible. This includes coaching Support Workers on conflict resolution, modelling effective methods of engaging with persons accessing services, and providing or directing appropriate responses to crises as they emerge. May make key decisions on behalf of the Supervisor for that shift, as directed and/or in the absence of the Supervisor, to ensure effective operations and efficient use of resources (i.e., overtime approvals, as needed; shift coverage callouts, etc.).
2. Provides training and mentorship to new Support Worker staff, to orient them to their role and responsibilities, facility policies and procedures, and overall program and service operations. May

provide side-by-side training, as needed, to model positive and supportive engagement and relationship building with residents, guests, and visitors, and to provide direction, support, and correction as needed.

3. Provides crisis management and intervention by responding to emergent situations within the facility through the utilization of best-practices in conflict resolution, suicide prevention, and de-escalation techniques. Assesses ongoing safety risks and provides supports such as lay-counselling and other stabilizing assistance to mitigate future crisis and/or safety risks.
4. Maintains oversight of the facility as required to mitigate conflict amongst all persons accessing the facility. Completes regular and routine walk-through checks of the facility and makes safety recommendations to the Shift Lead, Supervisor and/or Program Manager, as needed. Implements facility access limitations on persons who may compromise the health, safety or security of other facility users or staff, potentially liaising with the Supervisor or Program Manager when making these decisions, as may be required.
5. Initiates and implements basic case planning with residents and guests, in collaboration with other staff (i.e., Social Worker and Outreach Worker), in a proactive and supportive way and consistent with hard reduction and housing first philosophies and practices. This includes building a trusting and supportive relationship with residents and guests; assessing and identifying residents' and guests' immediate and medium-term needs; working collaboratively with residents/guests to identify and prioritize their needs; working on an individualized plan to address residents'/guests' goals and aspirations; taking action to assist the person to meet those goals; monitoring their progress and achievements; and providing encouragement and positive reinforcement.
6. Recommends, refers, and assists residents and guests with accessing services and supports, or other resources as needed, as part of their case plan and the case planning process. Liaises and works collaboratively with other service and support providers to implement and follow-up on residents' and guests' individual case plans. Provides advocacy supports on behalf of residents and guests, ensuring they have equitable access to housing, resources, and services. Maintains positive and collaborative working relationships with collaterals and other community service providers, including government, non-government, and First Nations service providers.
7. Assists residents and guests with the Instrumental Activities of Daily Living (IADLs), including but not limited to: laundry, general hygiene, managing personal communication, harm reduction, coordinating medical appointments, connecting to informal supports, liaising with community resources, securing financial supports, and managing and administering medication.
8. Ensures a safe and supportive living environment for residents, providing assistance with maintaining their household, using shared spaces and areas, enforcing building or residential area access restrictions for guests/non-residents, and assisting with managing interpersonal dynamics between residents and other facility guests and visitors to ensure the safety and security of building residents.
9. Prepares and maintains up-to-date case notes and comprehensive individual records in a professional manner that protects residents' and guests' privacy and confidentiality and is consistent with the *Access to Information and Protection of Privacy Act* and *Health Information Privacy and Management Act*, and other applicable legislation, regulation and policies. Maintains technical knowledge and understanding of the onsite camera system; use of the Homeless Individuals and Families Information

System (HIFIS); use and application of the Critical Incident reporting procedures and database; and all policies and procedures, and communications logs and processes. Maintains job-related knowledge of best-practices in conflict resolution, suicide prevention, harm reduction, cultural competency and various applicable legislation related to work functions (i.e.: *Social Assistance Act, Residential Landlord Tenant Act, Mental Health Act, Family and Children Services Act, Adult Protection and Decision Making Act*, etc.).

10. Participates regularly in team meetings and makes recommendations to Supervisors and/or the Program Manager regarding service delivery gaps, program development, and policies, procedures, and practices, to better meet residents' and guests' support needs.

Section 4 – Contacts

- Daily and frequent contact with Support Workers to provide training, oversight, guidance and coaching in effective guest engagement, and appropriate responses to crises as they emerge.
- Daily and frequent contact with residents, guests, visitors, and members of the public to proactively problem-solve and manage crises and emergent situations and safety risks within the building.
- Daily and frequent contact with residents and guests to provide assistance with IADLs and support implementation of individuals' case plans.
- Daily contact with the Social Worker, Outreach Worker, and other onsite health and social service support staff to address crises and emergent situations, and coordinate care for residents and guests.
- Daily contact with shelter guests to complete intakes and orientation, initiate and implement basic case planning, and provide ongoing supports and referrals.
- Regular contact with other Shift Leads to share information for purposes of service delivery and care coordination.
- Regular contact with the Supervisor/s to exchange information on the operations of the program, provide updates on residents and guests, and to receive direction and supervision.
- Contact with the Supervisor to exchange information and receive direction and support.
- Contact with the Program Manager to exchange information on operations, provide updates on residents and guests, and receive direction, as needed.
- Frequent contact with other service providers to exchange information on behalf of residents and guests as part of the case planning process.

Section 5 - Specific Accountabilities

The incumbent is responsible for providing operational on-shift oversight to Support Workers, and for delivering low-barrier services and supports to a high needs, highly vulnerable population group who has limited ability to access other services and supports. Duties and responsibilities of this position directly impact the physical and emotional wellbeing and safety of vulnerable persons with complex care needs, including; extensive trauma, physical and cognitive disabilities, and mental health and substance use challenges. The incumbent is responsible for making sound assessments and decisions related to emergency, crisis, and suicide interventions to ensure minimal harm for all persons accessing the facility.

The incumbent must also have sound problem solving and crisis management skills, the ability to independently manage and de-escalate crisis and conflict, and the ability to determine how to leverage community resources to meet residents' and guests' needs in both the short- and long-term. The

incumbent must also have the ability to provide clear decisions and direction in the midst of crisis, and convey this direction to staff in a supportive way that models compassionate engagement and working relationships with persons who access the facility. These decisions will have a critical impact on the safety, health and wellbeing of both individuals and the collective of persons accessing the facility on a daily basis.

Section 6 – Budget

1. What is the annual budget under the direct control of the position? **NOTE:** usually only applies to positions at the director and assistant deputy minister level

Fiscal Year	
Annual Payroll	\$
O&M (excluding payroll)	\$
Capital (excluding payroll)	\$
Revenues	\$
Recoveries	\$

2. For positions that have an influence on expenditures and/or revenues, provide examples and describe the position's influence.

N/A

Section 7 - Working Environment

The incumbent is frequently exposed to individuals who present with unpredictable behaviours and they must have the ability to immediately assess and manage complex and competing high-risk situations. The majority of the work happens on-site within a mixed-use 24/7 facility where there are a range of both public and targeted programs and services. There is only partial ability to separate population groups in the facility, and the incumbent must have a strong level of comfort in managing and de-escalating crises and conflict situations – both for individuals and with different population groups - by using soft skills and a supportive team-based approach.

This position works with highly vulnerable clients who may present with challenging survival behaviours. Residents, guests and/or visitors may be under the influence of substances, presenting in crisis, or experiencing significant mental health challenges. The incumbent must have the ability to assess these situations and manage and respond appropriately for the context, circumstance, and individual.

The incumbent will be exposed to undesirable or unpredictable resident or guest behaviours and other hazards, such as: pest infestations, infectious diseases, bodily fluids, exposure to second hand smoke (cigarettes and cannabis), and dangerous substances. It is expected that the incumbent will have sound knowledge and expertise on facility safety protocol and crisis de-escalation and management to minimize health and safety risks to themselves and others.

There may be instances where, in order to ensure guest safety, appropriately manage the facility within the neighbourhood context, and to support offsite programming and service delivery, where staff are required to leave the facility to do block patrols or other outreach into the immediately surrounding area

and community. This would happen in an open and public environment, but potentially with limited environmental controls.

There are limited access controls within the facility, particularly the drop-in and common spaces which are shared with staff, other guests/visitors, and the general public. There are four different program components operating within the facility, and staff are responsible for having oversight of all of these programs and services which support distinct population groups, including the general public. The facility is very busy, with a range of activities and persons served requiring frontline staff to have strong conflict resolution and de-escalation skills.

This position may also work with unhappy stakeholders and community partners (i.e., neighbors and business owners, other organizations) and must have the ability to listen to, acknowledge, diffuse, and address any concerns that may arise.

Section 8 - Signatures

<p>Director, Human Resources:</p> <p>Signature: <i>C. VanBlarner</i> Date: <i>Oct 22/2019</i></p>	<p>Deputy Minister (or delegate): I approve this job description as being representative of the work required to be performed, and confirm that the necessary authorities have been delegated to the position.</p> <p>Signature: <i>C. Shaffer</i> Date: <i>Oct 25, 2019</i></p>
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Section 9 – Organization Chart