

Individual Support – Subsidiary 9

APS Benchmark Listings

Sub.	Bench- mark No.	Department	Working Title Job Title	Know-How				Creativity/ Problem Solving		Responsibility		Total Points
				Prof./ Cont.	Comp. Div.	H.R. Skills	Points	%	Points	Profile	Points	
Individual Support 2 (Point Range 192 - 227)												
009	094IS08	Community & Social Services	Individual Support Worker	C+	I	2	132	25	33	R1	38	203
Individual Support 1 (Point Range 135 - 191)												
009	093IS07	Community & Social Services	Individual Support Worker	C	I	2	115	22	25	R1	29	169

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Classification: Public



Subsidiary 9

Benchmark Evaluation - 094IS08

Identification Section

Working Title:	Individual Support Worker
Department:	Community and Social Services
Division, Branch/Unit:	Disability Services, Central Region Michener
Reports To:	Home Coordinator, Rehabilitation 2
Levels to D.M.:	7
Job Description:	094IS08
Minimum Recruitment Standard:	See the Minimum Recruitment Standards for Individual Support
Job Code:	094IS - Individual Support 2

Comments on Role

Working within a home setting (24/7), the position focuses on providing and enabling the optimum level of personal fulfillment, quality of life and community inclusion for Individuals residing in the Michener homes. The position is responsible to assist Individuals with intellectual disabilities (and sometimes other complex needs) to meet their needs and interests; contribute to the running of their home; assist in the development and maintenance of their relationships; engage them in community life (e.g. recreational pursuits); and to experience health and well-being. The position respects the individuality of each Person served and treats all with dignity. This position reports to the Home Coordinator. It receives direction from the Lifestyle Planner in implementing the activities, strategies (training/behavioural) and special initiatives provided in the Individuals' Lifestyle Plans. The position works as part of a multi-disciplinary team

Evaluation

Knowledge	Creativity / Problem Solving	Responsibility	Total Job Points
C+I2 132	25% 33	R1 38	203

Comments on Evaluation

Knowledge

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Content:

- Position requires related experience working and completion of in-service courses in the administration of medication, cardiopulmonary resuscitation and first aid. Must have a working knowledge of restrictive medical procedures and must be able to carry out routine para-medical treatments (e.g. bowel routine, oxygen protocol, bolus feeds) Position requires knowledge of daily routines governed by established operating policies and procedures and the Individual Lifestyle, Care and Behavior Plans. Skill in the use of specialized techniques and equipment for certain activities such as lifting, moving and feeding are required. Computer skills required for accessing and entering information. The C+ recognizes the requirement for training and administration of medication.

Complexity and Diversity:

- Position works with and is responsible for individuals of varying levels of functionality and must be aware of their unique and specific health and well-being needs.

Human Relations Skills:

- As the primary care position requires a high level of human relations skills to interact in an ongoing and significant way with the individuals with developmental disabilities in their care with a focus is on observing, communicating and understanding, reasoning and influencing behaviour of individuals.

Creativity/Problem Solving

- The position independently delivers a range of personal, health, safety, and well-being care and support to individuals in accordance with established operating policies and procedures, Lifestyle Plans, Care Plans, and Behavior Plans, guidelines and practice. Using observational skills, experience and knowledge of the individuals in their home, respond to nuances, recognize triggers, recognizes and report observable changes in the health and/or behavior of the individuals. Latitude is given to make changes to daily routines based on different situations encountered in the home. Solutions to problems are found through job related knowledge and/or experience. For more serious medical situations assistance is available. 25% recognizes the requirement to plan, organize and modify daily activities and tasks dependent on the differing and/or changing needs, priorities and conditions of their individuals.

Responsibility

- Position is focused on program delivery providing health and direct care to developmentally disabled individuals.

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Classification: Public



Job Description - 094IS08

Identification Section

Working Title:	Individual Support Worker
Ministry:	Community and Social Services
Division, Branch/Unit:	Disability Services, Edmonton Region, Residential Support Services (RSS)
Reports To:	Supervisor - Rehabilitation 2
Levels to D.M.:	6

Purpose

(Give a brief summary of the job, covering the main responsibilities, the framework within which the job has to operate and the main contribution to the organization (see Non-Management Job Description Writing Guide Pages 7-8.)

Working within a home setting (24/7), the position focuses on providing and enabling the optimum level of personal fulfillment, quality of life and community inclusion for Individuals residing in the Michener homes. The position is responsible to assist Individuals with intellectual disabilities (and sometimes other complex needs) to meet their needs and interests; contribute to the running of their home; assist in the development and maintenance of their relationships; engage them in community life (e.g. recreational pursuits); and to experience health and well-being. The position respects the individuality of each Person served and treats all with dignity. This position reports to the Home Coordinator. It receives direction from the Lifestyle Planner in implementing the activities, strategies (training/behavioural) and special initiatives provided in the Individuals' Lifestyle Plans. The position works as part of a multi-disciplinary team.

Responsibilities and Activities

(The purpose of the job can be broken down in different responsibilities and end results. Each end result shows what the job is accountable for, within what framework and what the added value is. Normally a job has 4-8 core end results. For each end result, approximately 3-6 activities should be described (see Writing Guide Pages 9-10).)

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1. Optimum level of personal fulfillment, quality of life and community inclusion for individuals

- Promotes all aspects of community living and participation for individuals served. This may include volunteer placements, work experience placements, holiday/vacation planning, promoting visits to and by family/significant others
- Aware and knowledgeable of activities and services in the community compatible with inclusion and the participation of the individuals supported
- Accompanies and supports individuals on community based functions/activities and medical appointments
- Familiar with holistic approach to programs and healthcare supports for individuals
- Interacts effectively with people served within an individual-centered practice;
- Promotes positive behavioural intervention strategies, follows approved programs and approaches in a consistent, competent manner, and deals with aggressive behaviors in a manner that will protect both themselves and clients
- As part of an inclusive support team and guided by individual's choice and right to self-determination, position participates in the development and implementation of "Individual Lifestyle Plans" and "Connect Me" plans, working to achieve individuals' health and safety, social, recreational, educational and life skills goals and personal outcomes.
- Supports individual to communicate needs, choices and preferences, and supports the use of inclusive communication strategies.
- Maintains home to ensure clean, in good repair, furnished and decorated according to individuals' preferences
- Collects and records relevant information on each shift according to home's routines
- Engages individuals in day to day activities and routines to promote self-determination and independence, maximize skill maintenance in line with documented Lifestyle Plans
- Establishes and maintains a positive rapport with individuals served with keen awareness of their needs and desires, advocating to promote community inclusion, acceptance and participation. Provides a positive role model through own behavior
- Supports and promotes friendly and cooperative relationships with families of people being supported
- Completes personal shopping with individuals with responsibility to personal budgets, observing the individual/household financial accountability procedures

- Has working knowledge of Creating Excellence Together (GET) standards for best practices, and is familiar with Protection for Persons in Care (PPG) protocol for reporting and preventing abuse
- Attends team, case management and lifestyle planning meetings as required by Supervisor
- Maintains appropriate records and statistics; ensures all required documentation is accurate and complete and submitted in a timely manner. This includes appropriate use of program funds and submission of receipts
- Ensures that all requirements for the safe transfer and transportation of clients are met
- Supports student and volunteer contributions to clients through instruction and demonstration relating to persons' interests, habits and support needs

2. **Quality health for individuals:**

- Assists individuals with personal care and grooming to include bathing, feeding, toileting, and dental hygiene
- Prepares food/meals, performs light housecleaning and laundry needs, equipment maintenance, grocery and personal shopping
- Administers prescribed medications and treatments in line with Medication Administration best practice; orders and verifies medication received from Pharmacy
- Monitors health status of individuals served including observations of physical and behavior changes
- Works as part of a multidisciplinary team with the Home Coordinator, Lifestyle Planner, Rehabilitation and Medical professionals to identify and address health and medical concerns, with a key role in direct implementation of prescribed treatment and rehabilitation programs
- Communicates observations with Physician, Psychiatrist, Rehabilitation Therapist. Relays information back to the home, implements prescribed program/treatment
- Makes arrangements and facilitates individuals attending of medical appointments, specialist appointments and lab work
- Follows documented protocols (i.e., bowel routine, bolus feeds, O2 protocol, etc);

- completes adverse events reports, and medication error reports as required
- Follows all dietary plans and modified food regimes as outlined and approved by Dietician
- Documents medical observations in report
- Participates in home safety inspections, Occupational Health and Safety (OH&S) audits and Accommodation Standards inspections to ensure individual and staff safety is maintained. Takes corrective action for unsafe situations/issues.
- Participates in the development and implementation of individual-centered plans for health and safety, social, recreational, educational and life skills activities/ programs

Scope

(List specific information that illustrates the challenges, problem solving and creativity requirements and decision making capacity of the position. Also identify the internal or external areas the job impacts (see Writing Guide Pages 11-12).)

Residential Supports Program services are provided to 107 adults living with significant developmental disabilities and dual diagnosis.

Position supports and promotes respectful treatment of individuals and acknowledges individual rights, with a high degree of tolerance for unique personalities and challenges of person being supported. The Individual Support Worker works as part of a multi-disciplinary support team, collaborating with medical and rehabilitation professionals, community members, the Lifestyle Planner, and Volunteer Coordinator, under the direction and supervision of the Home Coordinator.

Contacts

(Identify the main contacts the position communicates with and the purpose of the communication (See Writing Guide Pages 14-15).)

Position networks with healthcare and rehabilitation professionals, potential placement sites, community members and supports providers

Knowledge, Skills and Abilities

(Include information on required diplomas and degrees along with identifying the most important knowledge factors, including knowledge about practical procedures, administrative, technical or professional techniques, technical, scientific or program related processes, etc. Detail specific training if there is an occupational certification/registration requirement for the position. Specify the type of experience required for the position (see Writing Guide Pages 12-14).)

- Excellent interpersonal behaviour and communication skills (ability to interact effectively with persons being supported)
- Ability to work effectively with people who have a developmental disability and challenging behavior
- Organization, time and general management skills
- Good written and verbal communication skills incl. training in augmentative communication
- Ability to work independently and as part of a team
- Must be able to carry out repetitive lifting of individuals
- Require knowledge of medication administration and treatments and first aid
- Proficient computer skills including ability to access and use e-mail, MyAgent, Client Look-up database; basic knowledge of Microsoft Word and Excel
- Working knowledge of Occupational Health and Safety Act, Protection for Persons in Care Act, Accommodation Standards, Creating Excellence Together Standards, Personal Outcomes Index, Michener Services policies and procedures, Government of Alberta Code of Conduct
- Shift work is required

Supervision Exercised

(List position numbers, class titles, and working titles of positions directly supervised (see Writing Guide Page 15).)

No supervision exercised in this position.

Benchmark Evaluation - 093IS07

Identification Section

Working Title:	Individual Support Worker
Department:	Community and Social Services
Division, Branch/Unit:	Disability Services, Edmonton Region, Residential Support Services (RSS)
Reports To:	Supervisor - Rehabilitation 2
Levels to D.M.:	7
Job Description:	093IS07
Minimum Recruitment Standard:	See the Minimum Recruitment Standard for Individual Support
Job Code:	093IS - Individual Support 1

Comments on Role

Position functions as a short-term, cover-off worker, assisting and as part of a team in a community home for adults with developmental disabilities, provides primary care and support to sustain life and well-being of the individual in the home. Guided by the individual's Care Plan, Individual Service Plan, and Behavior Plan, the position performs tasks in meeting the needs of individuals and the home such as feeding, bathing and dressing, health care, observing and recording behavior, routine housekeeping and food preparation. Position is not required to administer medication to individuals.

Evaluation

Knowledge	Creativity / Problem Solving	Responsibility	Total Job Points
CI2 132	22% 25	R1 29	169

Comments on Evaluation

Knowledge

Content:

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- As a frontline worker provides for basic needs of individuals, requiring knowledge and understanding of the daily routines of the individual, their ISP, Care and Behavioral Plans and governed by standard operating policies and procedures of the home and RSS, acquired via related experience and in-service orientation training. Also requires skill in the use of specialized techniques and equipment for certain activities such as lifting, moving and feeding; and computer skills for access and entry into SharePoint for procedures, policies, logs and individual's contact notes.

Complexity and Diversity:

- Position must be aware of the health and well-being of the individuals that they are responsible for. Individuals have unique and specific needs that must be considered in terms of their overall care. Position works on a rotation, as needed basis in different environments with individuals of varying levels of functionality and need. Assistance is readily available.

Human Relations Skills:

- As a front line worker the position requires a high level of human relations skills to interact in an ongoing and significant way with the individuals with developmental disabilities in their care with a focus is on observing, communicating and understanding, reasoning and influencing the behaviour of individuals.

Creativity/Problem Solving:

- The position is guided by well-established Individual Service, Care and Behavioral Plans, standard operational policies and procedures, guidelines and practice. The position's primary focus is to provide care and meet needs of individuals. Situations encountered requires the positions to determine the most appropriate approach based on job related knowledge and/or experience and applicable procedures. Position is not rated 19% as situations encountered are varied requiring some judgement as to which procedure/guideline to apply.

Responsibility:

- Position is focused on direct delivery, providing care and assistance to developmentally disabled individuals in a community home setting.

Last Reviewed: May 2021

Last / Update: 2022-08-19

Job Description - 093IS07

Identification Section

Working Title:	Individual Support Worker
Department:	Community and Social Services
Division, Branch/Unit:	Disability Services, Edmonton Region, Residential Support Services (RSS)
Reports to:	Supervisor – Rehabilitation 2

Position Summary

(Briefly describe the main purpose of the position, and why it exists for the most part.)

As a casual on-call employee, this position functions as a team member providing advocacy, quality care and support for individuals with developmental disabilities who require care and supervision to sustain life and well-being in a Service setting. Primary responsibilities include implementation of Service Plans, Individual Services Plans, or care plans, provision of personal care and promotion of healthy and positive lifestyles.

Primary Accountabilities/Responsibilities:

(List the most important accountabilities/responsibilities of the position and how they are achieved. Normally a position has 4-8 core functions with approximately 3-6 activities involved in each.)

1. **Functions as a team member by carrying out activities that promote growth, autonomy, comfort and safety by:**
 - a) Initiating and implementing appropriate actions to meet the individual's personal, recreational, leisure, social and emotional needs, etc., using community inclusion practices
 - b) Providing verbal communication between shifts and completing appropriate documentation and required administrative duties
 - c) Implementing strategies from the Service plans, Individual Service Plans and necessary care plans in accordance with established standards/procedures as per the worksite
2. **Responsible for providing general health care to maintain a healthy and well balanced lifestyle by:**
 - d) Assessing and responding to health care needs, safety and emergency situations in

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- accordance with established policies and procedures
- e) Assisting with medical treatments/procedures as required through the appropriate delegated authority
- f) Monitoring and recording pertinent individual behaviour, illness and/or injury
- g) Assisting with lifting and repositioning of individuals (requires physical strength and manual dexterity)

3. **Responsible for routine housekeeping (i.e., sanitization of equipment/beds) and reporting of necessary repairs to ensure a clean and safe environment.**
4. **Responsible for food preparation and assisting residents with nutritional needs.**
5. **May be assigned additional responsibilities. This normally would not include responsibilities of higher level positions/classifications.**

Knowledge/Experience/Competencies

(Include information on required education along with identifying the most important areas of knowledge, specific training and type of experience required for the position. [Insert Link to writing guide] Critical competencies (technical and behavioural) required to do the work should be included – please reference the APS Competency Model.)

Knowledge

- Grade 12
- One year directly related experience
- First Aid/CPR

Experience:

- Completion of all mandatory and necessary training applicable to each worksite. (First Aid, CPR, Health Care, Back Care, WHMIS, Abuse Protocol, FOIP, etc., and all OLE training as required) Training requirements may vary in some worksites.
- RSS Policies and Procedures/practices
- Knowledge of legislative Acts and regulations as per worksite (i.e., Child , Youth and Family Enhancement Act; Adult Guardianship and Trustee Act; Supportive Living Accommodation Licensing Act,)
- Ability to operate specialized and adaptive equipment for physical handicaps (i.e., wheelchairs, lifts, specialized mattresses and beds, century tubs, shower trolley, etc.) as required by each worksite
- Ability to operate specialized medical care equipment (feeding pumps, nebulizers and suctioning machines) as required by each worksite by delegated authority

- Ability to operate audio visual equipment/standard office equipment (i.e., computer, fax machine, etc.)
- Ability to utilize programs such as SharePoint, Outlook, Microsoft Office, etc.
- Ability to operate basic household appliances and fire extinguishers (i.e., fire/security systems, etc.)
- Ability to interpret non-verbal communication and body language of individuals
- Knowledge of various disabilities such as: cerebral palsy, seizure disorders, quadriplegia, aggressive behaviours, etc.
- Observation and assessment skills and the ability to respond appropriately to crisis or emergency situations
- Ability to adapt to changing work environments
- Flexibility to meet each individual's diverse needs
- Ability to be creative in enhancement/adaptation of the environment to promote awareness and stimulation of the individual

Competencies:

- FOIP (Freedom of Information and Privacy)
- Code of Conduct and Ethics
- Good interpersonal and communication skills, professional behaviour to ensure proper representation of the GOA and the role
- Using positive problem solving techniques
- Required proficiency in written and verbal English skills

Primary Relationships / Contacts

(Identify primary internal and/or external clients, partners and stakeholders with whom your position communicates relevant to the primary purpose of the role. Indicate the frequency, purpose and nature of the contact.)

Clients

- Internal: RSS Staff
 - Nature/Purpose of Contact: To provide assistance with daily living needs
- External: DATS, Medical Professionals, Guardians, family friends, volunteers and community contacts
 - Nature/Purpose of Contact: To provide assistance with daily living needs