



# Kermode Friendship Society

4714 Park Avenue, Terrace, BC V8G 1W1

Phone 250-635-4906

Fax 250-635-7696

Under the general direction of the Kermode Friendship Society Program Director, the CDBC Key Worker will be responsible for providing direct service *to those who reside in the Terrace/Kitimat and surrounding areas; Stewart, Atlin, Dease Lake, Kitsumkalum, Lower Post, Kitselas, Kitmat Village, Tahltan, Telegraph Creek, Good Hope Lake, Iskut, Gingolx, Taku Tlingit, Lax Galts'ap, New Aiyansh, and Gitwansilk*

## **Position**

CDBC (Complex Developmental Behaviour Conditions) Key Worker

## **Reports To**

Program Director

## **Job Summary**

The CDBC Keyworker, under the direction of the Program Director, will primarily be responsible to provide individualized care plans meeting child's needs, complete deliverables and programming in accordance with relevant contract funding agreement. The CDBC Key worker works independently and as part of a team to provide individual clients and families with education, support, before during and after the assessment. Providing community education including attending health fairs, providing regular support groups, attend ICM and IEP Meetings as required, providing transportation to and from appointments and clinics, planning discharge and follow ups.

## **Competencies**

- Accountability - Takes ownership of personal workload, program deliverables, financial, waitlist and accuracy of reporting.
- Communication - Expresses and transmits information with consistency and clarity.
- Compassionate - Shows concern and empathy in a supportive manner to colleagues and clients.
- Conflict Management - Foresees potential conflict and takes preventative steps. Handles conflict when it arises; assisting with resolution or determining solutions.
- Continuous Improvement - Strives to improve job responsibilities through developing skills and increasing knowledge.
- Cultural Sensitivity - Promotes an inclusive environment exemplified by striving to be more knowledgeable in all cultures.
- Health and Safety Leadership - Participates in Health and Safety meetings, and applies Health and Safety procedures in daily work activities.
- Problem Solving - Able to break down a situation into smaller pieces to identify key challenges and figure out cause and effect relationships in order to solve. Use logic and analytical methods to come to realistic solution.
- Resource and Fiscal Management - Uses resources such as food, supplies, products, materials, and other useable items effectively and with foresight to available and limited funds.

## **Job Duties**



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- Provide an individualized care plan and manage a caseload, including planning discharges and follow up.
- With the permission of clients, consult with relevant caregivers and significant others in clients' lives in order to update, modify, or reassess goals.
- Provide community education including attending health fairs, educational institutions, and other resource providers.
- Understand and use correct reporting procedures for serious or unusual incidents, including but not limited to client injury or illness, incidents of aggression, or injury involving employees,
- Provide regular caregiver support group using a holistic approach
- Participate in education opportunities regarding Aboriginal culture, intergenerational effects of colonization, and FASD. Gain knowledge of all available resource for families.
- Maintain and model appropriate personal boundaries with clients, and refrain from involvement with client personal affairs or other business that may constitute a conflict of interest
- Respect and protect the rights of clients, including but not limited to their right to independence, autonomy, and self-determination; their right to choose and practice individual values, beliefs, religion, and culture; their right to privacy and dignity; and their right to live free from retaliation, discrimination, and abuse. Unless there is a legal obligation of a "Duty to Report".
- Strengthen community supports by maintaining positive relationships with other service providers, including but not limited to social workers, other resource providers, and the RCMP
- Oversee and assist with the planning and implementation of program enhancements
- Compile caseload statistics and prepare funder, and board reports.
- Attend regular coordinator and staff meetings
- Communicate effectively and use a professional approach with all team members, managers, supervisors, clients, and stakeholders
- Comply with company policies, procedures, and ethical standards
- Identify and pursue professional development opportunities.
- Able to interpret CDBC Clinical reports.

## **Job Requirements**

- University degree in Social Work or related field.
- Sound analytical thinking, planning, prioritization, and execution skills
- Valid Class 5 Drivers license, clear abstract, clear criminal record check and valid food safe.
- 2 years of direct related experience in working with clients who are challenged by behavioral conditions
- Ability to delegate, set expectations, and monitor progress.
- Demonstrated time management skills
- Effective leadership skills, with a strong focus on mentoring and motivation of employees



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- Knowledge of FASD and Child Youth Mental Health, demonstrated knowledge of working with marginalized people and their families.
- A well defined sense of diplomacy, including solid negotiation, conflict resolution, and people management skills
- Ability to identify issues and implement creative and strategic solutions to overcome problems
- Sign a confidentiality agreement and employees oath of conduct.

## **Work Conditions**

- Interaction with employees, management, and the public at large
- Interaction with others under varying circumstances-including situations of a highly sensitive nature
- Flexible hours, including nights, weekends, and holidays
- Occasional overtime
- High levels of stress and pressure
- Intermittent physical activity including walking, standing, sitting, lifting, and supporting patients
- Attendance and conducting of presentations
- Exposure to infectious waste or illnesses
- Safety precautions due to proximity with hazardous materials and/or contagious diseases

## **Acknowledgement And Agreement**

The above description reflects the general details considered necessary to describe the principal functions and duties as required for proper evaluation of the job and will not be construed as a detailed description of all the work requirements that may be inherent in the job. Employees may perform other related duties and tasks as required to meet the needs of the operation.

I acknowledge that I have received and reviewed this job description.

Name: \_\_\_\_\_

Signature: \_\_\_\_\_

Date: \_\_\_\_\_

Witness: \_\_\_\_\_