

SCHEDULE A

JOB DESCRIPTION

Driver

Title: Driver
Reports to: Manager, Quality and Client Care
Approved by: Jason LeBlanc, Executive Director
Date Approved: May 2018

Role Summary

Reporting to the Manager, Quality and Client Care the Driver transports clients to and from various locations throughout the city in a safe, courteous, timely and responsible manner.

Responsibilities

- Transport clients to and from the airport, medical appointments, activities, etc.
- Keep in constant contact with Mamisarvik Healing Centre staff for logistical and other purposes
- Work with team members to schedule client appointments to ensure efficient use of time and resources
- Report incidents and/or accidents to the Manager in a timely manner
- Complete a vehicle check before each work day to ensure proper working order and safety
- Refuel vehicles when required and monitor and communicate any maintenance needs to the Manager
- Ensure all vehicle expense receipts are kept and expenses are processed as per TI finance protocols
- Bring vehicles in for repairs and maintenance when required
- Operate vehicles in a safe manner, obeying speed limits and following proper road safety practices
- Ensure the exterior and interior of vehicles are kept clean and tidy
- Other duties as may be assigned and applicable to the position

Education and Experience

- High School Diploma or equivalent education and experience
- Minimum three years' city driving experience
- CPR and First Aid certification
- Previous experience working in a trauma and addictions service environment is an asset
- Previous experience working in a social services environment is an asset
- Previous experience working with Inuit is an asset

Knowledge, Skills and Abilities

- Excellent interpersonal and communication skills
- Able to deliver top quality customer service
- Valid Driver's License without restrictions; clean driving record
- Good working knowledge of the City of Ottawa road system
- Excellent attention to detail, organizational and problem-solving skills
- Proficiency in the use of computers for word processing, e-mail and Internet
- Fluency in English, written and oral required; Inuktitut language skills are a definite asset

- Knowledge of and appreciation for Inuit culture and values and exemplifying Inuit Qaujimagatuqangit
- Ability to obtain a police records check – vulnerable sector screening
- Ability to meet attendance required for work
- Eager and able to work collaboratively with the entire staff team to ensure client needs are met both inside and outside of the program
- Willing to maintain certifications in CPR, Crisis Intervention and Prevention, Suicide Prevention and Intervention, Safe Food Handling and any other training needs identified

Working Conditions

- The Driver is a mobile worker, on the road in all types of weather conditions
- Some office work is required
- Potential exposure to crisis and risk situations

SCHEDULE A
JOB DESCRIPTION
PERSONAL HEALTH SUPPORT WORKER

Title: Personal Health Support Worker
Reports to: Manager, Quality and Client Care
Approved by: Jason LeBlanc
Date Approved: May 2018

Position Summary

The focus of the Personal Health Support Worker is to facilitate and support the recovery of clients by providing supportive services that range from transportation to appointments to helping with legal and other matters.

Responsibilities

- Supports the facilitation of group treatment services at Mamisarvik, taking the lead from the prime Counsellor
- Transports clients to/from appointments in a safe, time-saving, logistically sound and efficient fashion
- Provides referrals to services outside the scope of TI in collaboration with the prime Counsellor
- Works collaboratively with the Administrative Assistant to ensure off site needs are met for the clients
- Collects and prepares statistical information for reporting purposes
- Participates in clinical team meetings

Education and Experience

- Social Service Worker or Personal Support Worker Diploma or equivalent in education, training and experience
- Safe food handling Certification, CPR, Crisis Training and Intervention and Prevention, Suicide Prevention and other certifications that may be of value will need to be obtained when offered
- Previous experience working in a trauma and addictions service environment is a definite asset
- Previous experience working in a social services environment is an asset
- Previous experience working with Inuit is a definite asset

Knowledge, Skills and Abilities

- Knowledge of issues related to residential schools, addictions and trauma
- Knowledge of community resources
- Knowledge of and appreciation for Inuit culture and values and exemplifying Inuit Qaujimagatuqangit
- Proficiency in the use of computers for word processing, e-mail and Internet
- Fluency in English, written and oral required; fluency in Inuktitut, written and oral a definite asset
- Demonstrated regular attendance and the ability to maintain regular attendance
- Valid Driver's License without restrictions
- Ability to obtain a police records check – vulnerable sector screening
- Eager and able to work collaboratively with the entire staff team and very closely with the Administrative Assistant to ensure client needs are met both inside and outside of the program.

Working Conditions

- The Personal Health Support Worker works in a comfortable office environment and also at locations outside of the office
- City driving is a regular task
- Potential exposure to crisis and risk situations

SCHEDULE A
JOB DESCRIPTION
Receptionist (MHC Program)

Title: Receptionist (MHC Program)
Reports to: Manager, Quality and Client Care
Approved by: Jason LeBlanc
Date Approved: May 2018

Role Summary

The Receptionist is the first point of contact for incoming callers and visitors at TI's main office location, directing individuals to the appropriate staff resource and assisting in the overall administrative and operational areas of the Mamisarvik Healing Centre program.

Responsibilities

- Greet visitors and answer the telephone in a welcoming and professional manner and connect them to the appropriate staff person or program
- Receive all mail and distribute as required; maintain a log of all incoming/outgoing mail; handle all courier transactions
- Manage staff in/out schedule
- Schedule building and service calls as required
- Provide assistance with general office administration tasks (filing, copying, etc.,) as required
- Follow TI's policies and procedures
- At all times, working in a manner that preserves confidentiality and seeks to minimize risks for clients, employees and the organization
- Participate in meetings, training and professional development initiatives as required
- Performs other duties as assigned and related to the position

Education and Experience

- Minimum 2 years' experience in a reception or general office role
- Diploma or certificate in office administration or similar education or an equivalent combination of education and work experience
- Previous experience working in a social services environment is a definite asset

Knowledge, Skills and Abilities

- Fluency in Inuktitut and English is essential
- Ability to function effectively in a busy environment
- Motivated and able to work independently with a strong sense of focus
- Outstanding organizational skills
- Excellent interpersonal and communication skills
- Commitment to a customer service-centered approach when working with the public, clients and staff
- Knowledge of Inuit culture, values, Inuit Qaujimagatuqangit and traditional practices
- Excellent knowledge of MS Office Suite
- Driver's license is an asset

Working Conditions

The Receptionist works in a comfortable office environment. As the position involves constant interaction with visitors and callers, the job may entail periods of conflicting work pressures. The Receptionist works in a trauma and addictions treatment environment.

SCHEDULE A JOB DESCRIPTION RECREATIONAL THERAPIST

Title: Recreational Therapist
Reports to: Manager, Quality and Client Care
Approved by: Jason LeBlanc
Date Approved: May 2018

Position Summary

The main focus of this position is to work in consultation with Counselors and other staff, elders, clients, families, outside professional organizations and others to provide specialized skills in assessing appropriate recreational activities that have therapeutic value and are also in keeping with Inuit traditional activities. The Recreational Therapist also supervises students or volunteers who may become involved in service or training activities, when required.

Responsibilities

- Prepare individualized and group recreational plans either independently or through a multidisciplinary team approach and in conjunction with residential workers and clients
- Integrate changes as needed based on health, psychosocial and any concerns or recommendations by the Counselors or team.
- Prepare specialized recreational therapy programs to maintain, rehabilitate or enhance movement, musculoskeletal functioning and performance in sports, work and recreation
- Carry out specialized therapy sessions employing approaches and techniques such as art, drama, music therapy, dance, recreational sports such as kayaking, etc. that are appropriate for clients and in keeping with traditional activities when possible
- Observe, record observations and analyze client participation during treatment sessions, write progress reports on client outcomes and consult with other team members to evaluate treatment plans
- May provide education to clients regarding health promotion and injury prevention, management and treatment
- May conduct research into respective fields for evaluation
- Maintain current and accurate confidential records of client files, and attend to related requests for documentation in a timely and consistent manner
- Follow the policy and procedures of the organization and consult with supervisor as needed
- Work collaboratively and actively with administrative staff who will also be working in support of clients in a non-counseling role i.e. transportation to medical appointments, housing issues, gathering of statistical data
- Scheduling, budgeting, risk assessment and ongoing communication and reports on levels of participation and any concerns through formal and informal daily reports after an activity.
- May provide on-call services during the treatment cycle
- Occasional provision of short trips with clients and support during outing activities may be required
- Other duties as assigned

Other Responsibilities

Community Consultation

- Participate with Elders and community members as well as staff in providing appropriate activities that may or may not require direct supervision
- Participate in knowledge exchange activities with related organizations by maintaining regular correspondence, sharing and inquiring about resources and advocating for quality service delivery
- Coordinate referrals for clients at discharge with related organizations if needed

Professional Development

- Participate in ongoing professional development activities and engage in reciprocal relationships of learning with colleagues to stay current in the field
- Implement related learning and professional development plans as discussed with the Director
- Maintain professional credentialing, certification and continuing education requirements on own initiative and in conjunction with organizational resources where available
- Actively participate in setting and achieving career planning and the development of skills and credentials
- Participate in regular individual and team supervision meetings

Education and Experience

- Bachelor of Recreation Management with a specialization in therapeutic recreation, or Bachelor Degree in Sport Therapy or degree in Health Sciences with specialization in Sports Injury Management or Master's Degree in Kinesiology
- Certification in Safe Food Handling, CPR, Crisis Prevention and Intervention and Suicide Prevention and Intervention as well as other training as agreed identified by the employer will be required to be obtained when available
- Experience developing, implementing and evaluating recreational activities within a substance abuse and trauma treatment program that are in keeping with Inuit culture, principles and values (Inuit Qaujimagatunqangit)

Knowledge, Skills and Abilities

- Thorough knowledge of substance abuse and trauma causes and effects, evidence-based models of treatment intervention including traditional, non-traditional and their application to diverse populations
- Specialized knowledge of Inuit culture and activities or willingness to learn
- Comprehensive skills in case management, collaboration, program development and evaluation and emergency responses
- Present self in an approachable and friendly manner as an ethical representative of a professional community organization
- Ability to deal with life-threatening situations is required
- Ability to work primarily evening and weekend hours when Counsellors may not be readily available and flexibility to work evenings and weekends and to respond to occasional crisis calls from colleagues and clients outside of working hours
- Valid Driver's License without restrictions
- Provide a satisfactory Police Records Check, Vulnerable Sector and maintain it

- Proven good attendance record and able to maintain it to meet program needs
- Proficiency in the use of computers for word processing, e-mail and Internet
- Fluency in English, written and oral required; fluency in Inuktitut, written and oral a definite asset
- A positive attitude and healthy work life balance and collegial working environment

Working Conditions

- The Recreational Therapist works in a comfortable office environment, with steady interaction with clients and staff
- Potential exposure to crisis and risk situations
- Travel within the city is required. Occasional travel outside the city may be required

Behavioural Competencies

1. Adaptability/Flexibility
2. Analytical Thinking and Decision Making
3. Client-Centred Change
4. Continuous Learning
5. Diversity and Cultural Responsiveness
6. Effective Communication
7. Ethical Conduct and Professionalism
8. Interpersonal Rapport/Savvy
9. Self-Care
10. Teamwork and Cooperation
11. Collaboration and Network Building
12. Planning and Organizing

SCHEDULE A

JOB DESCRIPTION RESIDENTIAL WORKER

Title: Residential Worker
Reports to: Treatment Manager
Approved by: Jason LeBlanc, Executive Director
Date Approved: August 2017

Position Summary

The Residential Worker provides residential support and program services to clients at the Mamisarvik Healing Centre (MHC). A non-counselling role, the Residential Worker interacts with the MHC team in providing needed information or to communicate interactions and other situations that may become known to them through the course of their work and program activities.

Responsibilities

- Provide supervision and emotional support to residential clients
- Facilitate co-operative living and conflict resolution amongst residents
- Support residents to follow house rules and policies
- Deliver recreational programming
- Teach life skills e.g., cleaning, cooking, personal hygiene etc. as required
- Perform and/or supervise housekeeping duties and meal preparation
- Perform building security duties and spot checks as required
- Complete shift routines as directed by operational procedures
- Maintain shift exchange form
- Document client notes, incident reports, etc. as needed
- Attend and participate in regular team meetings and debrief sessions as scheduled
- Reliable attendance is required
- Other duties as assigned and related to the position

Education and Experience

- Social Service Worker or Recreation Therapist diploma/degree OR significant related work experience
- Experience working in a trauma and addictions treatment setting

Knowledge, Skills and Abilities

- Knowledge of issues related to addictions, trauma, residential schools and forced relocation
- Knowledge of and appreciation for Inuit culture and values and exemplifying Inuit Qaujimagatuqangit
- Excellent decision-making skills; ability to respond to emergency and crisis situations
- Ability to intervene as required to de-escalate conflicts and crises by helping to resolve disputes
- Ability to work afternoon, evening and weekend shifts as scheduled
- First Aid, CPR; ASIST, Non-Violent Crisis Intervention training, Safe Food Handling Course and other training as identified
- Fluency in English, written and oral required; fluency in Inuktitut, written and oral is a definite asset

- Valid Ontario driver's license required and without restrictions
- Comfortable with computers using MS Office, Internet
- Ability to obtain a police records check – vulnerable sector screening
- Ability to meet attendance required for work

Working Conditions

- Comfortable office working environment and outside work and programming sites
- Potential exposure to crisis and risk situations