

CONTINUITY CARE INC.

Job Description

POSITION TITLE: **Member Support & Outreach Facilitator**

POSITION: **1 year Full-Time Term Position (start date – as soon as possible)**
37.5 hrs per week
Flexible schedule - days, evenings, weekends

REPORTS TO: **Executive Director, or in the absence of the ED, to the Board President**

POSITION SUMMARY:

The Member Support & Outreach Facilitator is a newly created position which provides our members with additional support, tools and resources to assist with creating a plan for the future and in the development of a sharing circle of support for their family member with an intellectual disability. This role works closely with the Executive Director and in collaboration with families, service providers and community members. Employees work within the Mission and values of Continuity Care, in accordance with the policies governing the organization and with legislation.

QUALIFICATIONS

Education:

- Post secondary diploma/degree in the disability or human services field
- Valid registration with the professional association, if applicable
- Courses and workshops specific to the field of disability, person centered planning (specifically PATH & MAP's), interpersonal skills, communication are an asset.

Knowledge and Experience:

- A minimum of 2 years of experience working in the disability sector
- Knowledge and understanding of people with disabilities and the values and philosophies that are the foundation of person centered and family centered practice
- Strong interpersonal skills including conflict resolution and mediation
- Knowledge of the Vulnerable Persons Living with a Mental Disability Act (VPA), Personal Health Information Act (PHIA) and other relevant legislation
- Knowledge of community resources and relevant systems
- Ability to research and explore resources in the community
- Experience facilitating groups and with public speaking
- Working knowledge of computer programs and skill using email, word processing, spreadsheets, power point presentations and internet browsers
- Ability to communicate effectively both orally and in writing
- Ability to be flexible and work within a non-conventional schedule for the benefit of members

Personal Attributes:

- Portrays a positive attitude, is energetic and contributes to a positive work environment
- Supports the values of inclusion, diversity, equality and community living
- Ability to work independently and is self directed
- Ability to set their own schedules and deadlines
- Ability to work collaboratively as a member of a team
- Displays confidence, motivation and organizational skills
- Recognizes limitations and understands when to refer or consult when complex issues arise
- Performs all duties confidentially and ethically
- Completes successful Criminal Record Check including the Vulnerable Sector Search, Child Abuse Registry and Adult Abuse Registry checks
- Has access to a vehicle and possesses a valid driver's license

DUTIES AND RESPONSIBILITIES**Member Support:**

- Provides visits and outreach to members to identify current needs and assist with creating a plan for the future for their family member with a disability
- Provides information and resources to members, such as Planning Checklist, Will and Estate Planning, RDSP, Emergency Health Information
- Facilitates person centered planning sessions such as PATHS and MAPS and ensures they are reviewed
- Attends and participates in yearly planning meetings for the family member with a disability to ensure that goals and action plans are developed and that they are receiving the supports that they require
- Visits family member with a disability regularly to check in and ensure they are safe, happy and are well supported, using Advocacy Guidelines
- Develops and maintains a Sharing Circle of Support for the individual, upon request
- Assists with the delivery of presentations and training to families, agencies and community
- Acts as a liaison and resource to trustees as per Advisor to a Trust protocol

Administrative:

- Maintains detailed files notes on members – including goals, action plans and follow up
- Completes Lifetime Member Information Form for all Lifetime Members
- Submits progress report and contact tracking form to Executive Director on a weekly basis
- Submits timesheet on a biweekly basis
- Submits mileage reimbursement form on a quarterly basis
- Schedules meetings with Executive Director on a regular basis for support and consultation
- Assists Executive Director with the tracking of statistical data and program evaluation
- Notifies the Executive Director, or in the absence of ED the Board President, of any issues or concerns that may arise
- Reports any observations, allegations of abuse or neglect as per legislation and protocol
- Maintains confidentiality as per legislation & protocol, procedures and provincial legislation
- Complies with the Working Alone Policy and protocol outlined by Continuity Care or legislation
- Adheres to all policies and procedures as outlined in Continuity Care's Human Resources Manual

Organizational:

- Attends Continuity Care events as required (Sub-Committee meetings, Board Meetings, Annual General Meetings, Workshops, Groups, fundraising and family events)
- Contributes content for quarterly newsletters and annual reports

NOTE: *The above describes the general nature of this position and may not include a complete statement of duties and responsibilities. Additional duties and responsibilities may be assigned or clarified in consultation with the Executive Director as determined to be part of this role.*