

## WIN Employee Expectations and OVERALL RESPONSIBILITY:

To provide responsive, person-centered, trauma informed services for adults to an excellent standard. Under the guidance of the Team Leader and within the limits of the approved policies and procedures of WIN, front line employees are expected to assist with and support in the day-to-day living and operations of maintaining a household in addition to supporting individuals in the achievement of goals identified in individual support plans. Everything we do is for the benefit, support, and well-being of individuals we serve. Employees must be a committed, consistent, nurturing person in order to maintain the rights and freedoms of those served by WIN.

## SPECIFIC RESPONSIBILITIES:

### 1. Individual Support and Development

#### a) Support individual(s) with their person-centered planning process

- As a member of the support team: Assess attainable needs and wants of individual(s) and strive to insure they are met

#### b) Encourage and assist each individual to participate in daily activities and responsibilities of their personal lives and home

- Provide accurate and complete information in order for individual(s) to make informed choices and decisions regarding their life (informed consent)
- Provide emotional, spiritual, life skills, and social support in a manner that respects and honours the individual's preferences, privacy and dignity;
- Ensure the rights of the individual(s) are adhered to;
- Provide the amount of support the individual requires – no more and no less with an emphasis on increasing independence;

### 2. Relationships and Community Involvement

#### a) Play an active role in providing opportunities for healthy relationships

- Create opportunities and build skills on how to maintain relationships

#### b) Teach and assist individuals to develop positive social interactions

- Identify and prepare individuals for social settings;

- Provide repeated opportunities for activities which the individual(s) enjoy

### 3. Advocacy

- Advocate for justice, inclusion and full community participation;
- Promote the rights of vulnerable persons and assist them to understand these rights;
- Respect individuals right to privacy

### 4. Health

a) Ensure individual's emotional, physical and medical needs are met when required

- Coordinate and attend all medical, dental, optical and other required appointments, when needed;
- Report and record health and medical information;
- Ensure medication administration records are set up and accurately completed;
- Know the medications and respond to the specific pharmaceutical precautions;
- Administer medications as per medical professional directives;
- Recognize and respond to concerns of abuse or neglect

### 5. Communication

a) Maintain positive, kind, constructive and effective communication

- Utilize appropriate communication styles and skills with individuals, families, co-workers, management, and community at large;
- Be open to feedback and be accountable for personal and professional growth aimed at improving skills;

b) Ensure completion and secure storage of records and documentation in accordance with Agency policies and procedures and PDD requirements

- Monitor and respond to completion of the following: individual file (log notes), medical information (health notes), incident reports, behavioural observations (outcomes/progress/follow up/family communication notes), individual support plans (outcomes and progress), etc.

### 6. Organizational

- Participate in team, staff meetings and professional development;
- Assist in the training and orientation of new staff;
- Follow the policies and procedures (SOPs) of the organization;
- Maintain confidentiality

## 7. Financial Management

a) Assist the individuals with the management of their personal funds and joint household funds on a day-to-day basis:

- Support individuals to keep and file receipts for all purchases, record each purchase in online ledgers, and report mismanagement of funds;
- Maintain ledgers for individuals and household

## 8. Safety

- Ensure property and appliances/equipment is maintained in a clean, safe working order
- Ensure compliance with fire safety regulations
- Ensure that food is handled safely and stored properly
- Minimize risk, report and respond to unsafe conditions, including with regard to working alone

## 9 Workplace Culture

- Maintain a positive peer culture through kind constructive conversations;
- Address issues and resolve conflicts in a professional, constructive manner that follows the appropriate chain of command when necessary;
- Be open to give and receive feedback;
- Engage in performance reviews with Team Leader;
- Establish and maintain a positive rapport with Team Leader and teammates;
- Be a team player – do your part. Complete your tasks, pay it forward to your co-workers;