



SEMIAHMOO HOUSE SOCIETY

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**“An Equal Opportunity Employer”  
JOB POSTING**

Issued: August 7, 2018

Applications are invited for: *Community Support Network, 15306 24<sup>th</sup> Avenue, Surrey, BC*

**Classification:** Temporary Full Time – CSN Liaison

**Hours:** Monday to Friday 0900-1700 (37.5 hours per week)  
Days, evenings and weekends as required by individual/family need  
Must have flexible schedule to be available in emergencies

*Do not apply if evenings and weekends do not work for you. Many home visits are conducted during evenings and weekends*

For more information, contact: Gale Cooper - CSN Manager

**JOB DESCRIPTION:** As per draft CSN Liaison Job Description

**SPECIFICATIONS REQUIRED:**

A minimum of a 2-year Community College Diploma directly related to the requirements of the program is preferred and a suitable combination of education, experience and aptitude will be considered;

A minimum of one-year's experience working with adults with a developmental disability;

Demonstrated experience in Person and Family Centred Planning;

Ability to build relationships with caregivers/families;

Ability to work independently and as part of a team;

Excellent flexibility, problem solving, decision making and creative thinking skills;

Experience providing behavioral supports;

Well developed planning, organizing, controlling and administrative skills;

Excellent English oral and written communication skills;

Proficient in the use of computer including use of Microsoft Office Suite;

First Aid & CPR Certificate;

Class 5 Drivers License and must have access to own reliable vehicle for daily use

**Experience in operationalizing values and principles into high quality supports for individuals in community.**

**WAGES:** As per collective agreement grid level 10

**PROCEDURE:**

All applicants should submit resumes to [recruit@shsbc.ca](mailto:recruit@shsbc.ca)

This position is open to both male and female applicants and requires union membership



**Classification:** CSN Liaison

**Grid Level:** 10

**Name:**

**Position:** Community Support Network Liaison

**Department:** Inclusive Living

**Manager's Title:** CSN Manager

**Date (mm/dd/yy):** July 5, 2018

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**Purpose of the role (broad description of why the role exists)**

To deliver quality services within established guidelines and variance that are congruent with the vision and ends of the organization and that reflect organizational values that ensure a good quality of life, full citizenship and inclusion.

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**Included:**

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**Excluded:**

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**Generic accountabilities—all employees (As an employee, I am accountable for the following)**

- Doing my best at all times.
- Supporting the Society's Ends, Philosophy, Values Statement and strategic goals.
- Adhering to Society Policies
- Working cooperatively with others.
- Carrying out assigned work.
- Informing my supervisor if progress on tasks is exceeding or is less than what is expected.
- Identifying, reporting and supporting recommendations for Performance and Quality Improvement (PQI)
- Asking my supervisor to clarify expectations when needed.

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**Employee's Accountabilities (As an employee, I am also accountable for the following)**

- Delivering prescribed outputs/outcomes so that the quality, quantity and timelines of task are met.
- The result or impact of my behaviour.
- Contributing and participating in an effective team capable of producing required outputs.
- Reporting and documentation
- Effectively liaising with all relevant stakeholders, community partners, related professionals and governing agencies.
- Following Personal Centered philosophes and practices.
- Staying current and informed within my field.
- Continually improving my work performance and the services I provide.
- Being an effective role model to those I support and to my coworkers.

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**Specific role accountabilities (These are a breakdown of the purpose of the role into key elements. They should be in enough detail to provide clarity on what the individual will be called to account for on the role. Accountabilities are not time-bound, or as detailed as goals, objectives or task lists.)**

**1. Planning:**

- Contribute by providing information and suggestions/knowledge to the development/execution of the short term Program Plan with the direct support of my Manager in connection to Community Support Network Initiatives that will achieve departmental objectives (based on the Ends of the organization).
- Create and implement Person Centred Plans.
- Participate in the monitoring, revision and evaluations of Person Centred Plans according to policy.
- Participate in the planning and organizing of group and individual activities that meet both the needs of individuals and the program mandate.
- Ensures that goals and strategies of Person Centred Plans reflect individual needs, wishes and preferences.

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**2. Service Delivery:**

- Implements service delivery that meet the departmental objections based on the Ends of the Organization and the needs of the individuals supported in Community Support Network in a person centered manner.
- Brings to the attention of the department manager any service delivery that does not align with departmental objections based on the Ends of the Organization and the needs of the individuals supported in Community Support Network in a person centered manner; recommends action when appropriate.
- Assists the department manager in the planning and organizing of services for new program areas to meet individual needs and choices by providing feedback and information.
- Provides guidance and support to home share providers who ensure people being supported have the opportunity to identify, articulate and follow through on their choices both on a daily and long term basis with respect to relationships, community involvement, communication, home life and personal care.
- Encourages positive participation of parents, siblings and friends in each of the people supported's lives.
- Collects information for complaints and incidents as they occur. At times taking role of mediator or involving manager.
- Assists in the facilitation and coordination of the transition of people support to new homes.
- Supports the Home Share Provider to develop and facilitate the outcome of a person supported's ELP/PCP in conjunction with the person being supported, their families, advocates, professionals. Ensure this document is being maintained by checking in and reviewing with the Home Share Provider.
- Promotes cooperation and communication between individuals being supported, families, support providers, advocates, volunteers, community partners and professional supports.
- Ensures that individuals are actively and respectfully included in planning and achieving of their goals.
- Promotes the health, safety and well-being of individuals.
- Promotes and supports individual rights and self-determination.
- Promotes and enhances personal relationships and support networks; facilitates meaningful involvement of friends and family and opportunities for the development of personal relationships.
- Advocates for inclusion and meaningful contributions by individuals in their communities; facilitate access to community-based resources, supports and services, promote and contribute to community awareness and community partnerships with individuals, groups and organizations.
- Attends internal or external committee meetings as requested by the Manager
- Performs other duties as required.

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**3. Financial and Asset Management:**

- Provides information as required by department manager for the production of the program's budget.
- Seeks approvals and advises manager of program expenditures to ensure they remain within the existing budget.
- Carries out and ensures care of program's physical assets:
  - *Usage and maintenance of program resources including physical plant, equipment, inventory, supplies and vehicles*
  - *Use assigned resources effectively to meet service recipients' needs and requirements*
  - *Make recommendations to management on resource needs*

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**4. Promote Professional and Organizational Effectiveness and Accountability:**

- Communicates and participates with team members in a productive manner.
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- Cooperates with team members to solve problems, resolve conflicts and make decisions.
  - Fosters a positive working relationship with co-workers, volunteers and other internal and external related professionals

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**5. Risk Management and Compliance:**

- Recognizes, reports and responds to potential program emergency situations according to policy.
- Takes all necessary actions to ensure compliance with the organizational policies and procedures.
- Informs department manager of situations that are of concern or against policy.
- Produces and maintains appropriate records and statistics, and ensure all required documentation is accurate and complete.

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**6. Building the Relationships Necessary to Further the Society's Vision and Mission:**

- Collaborates with other service providers and funders to develop and resolve intra-agency and cross agency initiatives and issues as assigned by my manager;
- Develops, supports and sustains external relationships necessary for SHS achieving its vision and mission;
- Contributes to a positive reputation of the Inclusive Living department in the community by following policy and role modeling of professional behavior.
- Identifies, develops and maintains community partnerships for employment, education, advocacy and inclusion on behalf of SHS.

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So that...

**The Society has Community Support Network Services that achieve the following:**

**People with disabilities live self-directed lives in the community at a justifiable cost:**

- 1. People are valued members of society:**
    - 1.1. People perform different social roles.
    - 1.2. People are respected.
    - 1.3. People live in integrated environments.
    - 1.4. People participate in the life of the community.
  
  - 2. People decide how they live their lives, and make informed choices:**
    - 2.1 People are connected to personal support networks.
    - 2.2 People have intimate relationships.
    - 2.3 People choose where and with whom they live.
    - 2.4 People choose their work
      - 2.4.1 People have paid employment opportunities
      - 2.4.2 People have volunteer opportunities
      - 2.4.3 People have entrepreneurial opportunities.
    - 2.5 People choose and use their environments
      - 2.5.1 People choose services
      - 2.5.2 People have recreational opportunities
      - 2.5.3 People have travel opportunities
    - 2.6 People have educational opportunities
    - 2.7 People have opportunities to explore spiritual needs
  
  - 3. The rights of people are protected:**
    - 3.1 People are safe.
    - 3.2 People have the best possible health.
    - 3.3 People exercise rights.
    - 3.4 People are treated fairly.
    - 3.5 People are free from abuse and neglect.
    - 3.6 People experience continuity and security.
    - 3.7 People decide when to share personal information.
    - 3.8 The community is aware of the universal rights of all people
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**In a way that...**

- Incorporates best practices
- Follows the principles and practices of Person Centred Thinking
- Adheres to the Accountability Based Management Principles
- Builds trust while demonstrating and reinforcing our Values, Code of Ethics and Code of Conduct
- Embraces open and respectful communication and genuine relationships across internal and external stakeholder groups
- Models behavior that reflects the organizations values and desired culture
- Supports accountability for one's actions
- Brings out the best in people by fostering high performance, innovation, and initiative
- Shows resourcefulness and creativity at solving problems
- Promotes a forward-thinking and fun environment that celebrates diversity, team work and learning
- Take a positive and productive approach to resolving conflicts
- Supports SHS's long term vision
- Makes best use of our resources, processes, and systems
- Ensures the rights of people as prescribed in the UN Convention on the Rights of Persons with Disabilities, the Canadian Charter of Rights and Freedoms and related legislation
- Complies with Collective Agreement
- Complies with all workplace Health and Safety Regulations including WorkSafe BC
- Complies with contractual obligations to funders
- Complies with Occupational Standards of Competence for public service employees

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**Authorities and Boundaries****Working Conditions:**

The CSN Liaison:

- Works up to 40 hours per week with the hours delivered on a flexible basis including Days, Afternoons and Weekends depending on the needs of the people supported.
- Is a part of the bargaining unit represented by the BCGEU;
- Receives benefits and enjoys working conditions as outlined in the policy manual and the collective agreement;
- May require personal transportation for program needs throughout the Lower Mainland of BC;
- Reports to work in the assigned location of the Program, which may be changed from time to time depending on the operational requirements;
- Functions independently and frequently under pressure while managing multiple concurrent projects and deadlines including effectively managing emergency situations;
- Possesses the level of physical fitness necessary to effectively carry out the duties of the position including being able to assist people to transfer. Activities may include squatting, kneeling, bending, heavy lifting, climbing, etc.;
- Requires work in an environment that requires creativity, out of the box thinking and the ability to work both independently and effectively as part of a team; and
- Accurately maintaining information and creating reports using various office related programs such as Micro-soft Access, Excel and Word requires good administrative and computer skills.

**Qualifications:**

The CSN Liaison possesses:

- A Diploma (from a recognized university or college) in Community Support Work or related human/social services field

- Minimum one year experience working with people with developmental and/or physical disabilities
- Demonstrated experience delivering recreational, social, vocational, and/or life skills training
- A strong commitment to ensuring that the rights of people with developmental disabilities and other stigmas, living and working in the community are protected and respected;
- Excellent oral, written, facilitation and interpersonal communication skills in English;
- Excellent decision making, problem solving and creative thinking skills;
- Excellent person centred skills in crisis management;
- Clear ability to work effectively with program staff, volunteers and non-profit, for-profit or publicly funded groups, agencies or organizations;
- Demonstrated ability to teach skills and work effectively with others in a team environment with an emphasis on leadership, self-initiative, patience, maturity and tact;
- Knowledge of the local community's resources and services including services provided in the Community Living field;
- Excellent time management and organizational skills; Computer literacy including use of Social Media, Microsoft Word, Excel and Access;
- Demonstrated ability to communicate and liaise with families, and professionals
- Class 5 driver's license, acceptable driving record, business insurance and use of motor vehicle.
- A clean and current Criminal Record Check and up to date First Aid and CPR Certification and Mandt Certificate (or equivalent);
- A strong desire to function as part of the staff team of Semiahmoo House Society.