

JOB DESCRIPTION

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| Title | Support Worker |
| Reports To | Director of Operations |

Job Purpose

The Support Worker is responsible for the case management, coordination, and support of clients, meeting customers'/employers' needs and serving as an ambassador for supported employment.

This job description is a guideline only and the incumbent may be required to perform other duties for which they are qualified, on an ad-hoc or permanent basis.

Duties and Responsibilities

SUPPORTING CLIENTS

- Inspire and maintain client's involvement in all aspects of their supported employment.
- Plan, deliver, and evaluate clients' supported employment.
- Support and train clients in onsite supported employment placements.
- Provides job support to clients.
- Work alongside clients to ensure contract requirements are met.
- Assist clients with day-to-day concerns.
- Communicate with client, fellow Flower Cart staff, residential support, and recognized agents in support of client choices and success.
- Keep records and enter data related to clients (assessments, progress reports, program data, history, medical information, etc.)
- Identify and design training in support of work, appropriate behaviour, and generic work skills.
- Ensure that clients are challenged by the work they are involved in.

TEAMWORK AND DEVELOPMENT

- Foster a team-oriented work environment.
- Cooperate with peers in other enterprises and projects of The Flower Cart.

SOCIAL ENTERPRISE WORK

- Ensure quality control of production methods and finished products.
- Assist with the development of production methods.
- Foster client independence in the production process.
- Practice good customer service skills.
- Assist in the completion of all paperwork related to customer service appropriately, for example production tracking, client hours, work order requests, etc.
- Ensure care and maintenance of customer's equipment.

SAFETY

- Assist in identifying workplace hazards and in developing solutions to address identified hazards.
- Demonstrate good ergonomic practices including identifying possible inappropriate practices in the workplace.
- Work in a safe manner always.

Key Qualifications

- Post-secondary diploma or certificate in Disability Support Services (Human Services) or recognized equivalent.
- Nova Scotia Department of Community Services' 7 Core Competencies.
- Proficient in MS Office.
- Experience in business, entrepreneurship & Social Enterprise considered an asset.
- Valid Class 5 Driver's License.

Core Competencies

- Ability to maintain confidentiality.
- Collaboration and teamwork skills.
- Superior communication & active listening.
- Detailed and logical thinker.
- Analytical and problem solver.
- Highly organized & flexible to the task(s)

Working Conditions

- Working hours are generally from Monday – Friday from 7:00 am to 3:00 pm, or 7:30 to 3:30pm and some additional hours may be necessary.
- The position is activity based in the Michelin Tire Plant located in Waterville NS.
- Physical tasks and interaction with various elements of the workspace environment are required, this could include but is not limited to;
 - Working at a rubber stripping station.
 - Moving pallets of product with pallet jack.
- The role may also involve occasional tasks outside of standard business hours to meet deadlines or accommodate specific events.
- Occasional exposure to dust, dirt and fumes.
- Exposure to heat, cold, and noise as consistent with a production/processing plant.
- Physical Requirements:
 - Ability to lift, push and or pull up to 25 lbs unassisted.
 - Ability to perform tasks such as standing, kneeling, bending, reaching, and sitting for long periods.
 - Ability to perform repetitive motion tasks.