



**TEEN CHALLENGE**  
**TEEN CHALLENGE CANADA**  
**COMMUNITY SUPPORT WORKER**  
**JOB DESCRIPTION**

<b>Terms of Employment:</b>	Full-time	<b>Department:</b>	Program
<b>Position Type:</b>	Community Support Worker	<b>Reports To:</b>	Centre Director

**POSITION SUMMARY:**

The primary responsibility of the Community Support Worker is to provide support to the students at Teen Challenge Canada. The incumbent works with the students in all areas of personal development, growth, life skills, as well as social and spiritual activities to enable the student to attain his/her full potential. Responsibilities include: promoting an environment that is supportive, nurturing, healthy and safe, while helping to ensure that the physical needs of students are met. Responsible for proper and accurate recording of all daily logs, shift reports, incident reports, and all other documentation as required.

**JOB DUTIES & RESPONSIBILITIES:**

- Willingness and ability to work in a manner that aligns with the mission, vision, and core values of Teen Challenge Canada
- Promote an environment and program that is both supportive and nurturing
- Involvement in the planning and implementation of the program schedule in conjunction with team members and other staff
- Have a working knowledge of the application and maintenance of program procedures and standards
- Support the efforts to promote the students' spiritual needs by way of demonstrated interest and participation in program activities where necessary
- Demonstrate an understanding of the psychological and social dynamics of working with students coping with addictions
- Maintain a safe, clean and harmonious environment for students and staff
- Effectively communicate with students and program team members to ensure coordinated and consistent approaches to students are applied
- Resolve any conflicts that may occur by applying techniques adapted from Crisis Prevention Intervention training
- Endeavour to develop strong positive rapport with both staff and students
- Ensure the accuracy of all daily logs, shift reports, incident reports, and other pertinent documentation as necessary
- Administer medication to students in accordance with established policies
- Responsible for assisting with any type of student and facility emergencies that may arise during the shift
- Required to answer internal phone calls and email messages pertaining to students and the program
- Responsible for transportation of students to and from specific destinations including, but not limited to: programming sites, doctor's appointments, planned activities, church, and other destinations as required

**Other duties as assigned by the Centre Director**

**QUALIFICATIONS:**

- Minimum of Grade 12 high school diploma or equivalent
- Minimum 1-3 years relevant work experience, social work preferred
- Basic Biblical knowledge
- Driver's License
- First Aid and CPR
- Crisis Prevention Intervention (CPI) Certificate
- Strong work ethic and positive team attitude
- Solid interpersonal skills that allow one to work effectively in a diverse working environment
- High level of sound and independent judgment, reasoning, resourcefulness, flexibility, adaptability, leadership and discretion
- Ability to learn, understand, interpret, communicate, and enforce Program Standards policies
- Demonstrate ability to clearly transmit and receive information by email, phone and in person
- Ability to mentor, motivate and inspire students
- Strong service ethic and a friendly disposition with the public
- Adaptability to change and frequent interruptions
- Team oriented and able to take initiative
- Willingness to work with people from diverse cultural backgrounds

**WORKING CONDITIONS:**

- Work is conducted both indoors and outdoors
- Ability to sit and stand for long periods of time
- The atmosphere may vary from a calm to a fast paced setting depending on daily events

<b>Approved By:</b>	Chief Program Officer
<b>Date Approved:</b>	October 5, 2015
<b>Date Reviewed:</b>	September 30, 2015