

**Grace Haven Lutheran Community Care Centre (commonly known as Grace Haven)**  
**JOB DESCRIPTION**

**Job Title: Program Facilitator**

**Supervisor: Day Program Manager**

**Updated: November 2007**

Grace Haven Lutheran Community Care Centre exists to meet the needs of adults in their senior years or in frail mental or physical condition in the Northwest Region of Ontario and be a transforming influence in the community at large.

**JOB PURPOSE:** The Program Facilitator delivers day program and respite services to adults living with social limitations, mental health, physical, and or cognitive disabilities. The facilitator provides support, training, and guidance to foster each client's community inclusion and self-determination.

**CHARACTERISTIC JOB DUTIES:**

- enhance client inclusion and independence (relationships & communication, community participation, advocacy)
- realize client's chosen outcomes for in house and community based activities (social and relationship building, fitness, recreation, life skills & tasks, optimum memory retention, transportation assistance)
- foster client wellbeing and safety (counseling & personal support, clean & safe environs, medical support, behaviour management, personal care)
- ensure planning, purchasing, and preparation of healthy meals and snacks following Canada's food guide and health and safety standards while keeping menus consistent with any dietary concerns
- create and maintain client documentation using manual and computer programs (client files, attendance, basic client accounting, reports)
- ensure timely and effective client-centred communication (individual planning; incident, medical, & abuse reporting; appropriate communication with client's entire support team)
- maintain professional deportment (communication-in person and over phone (including phone log); dress; interactions with co-workers, other professionals, & public; confidentiality)
- actively engage in work life (orientation & training, staff meetings, performance planning & evaluation, acquiring required or value-added skills)
- follow all applicable policies (review regularly, recommend improvements & additions)
- other duties as needed

**MINIMUM EDUCATION LEVEL ATTAINED:** The successful job applicant will have completed a college diploma in social work, personal support worker certificate, recreation certificate or diploma, gerontology certificate or a related university degree. An equivalent combination of education and experience may be acceptable.

**SPECIAL LICENSES, DIPLOMAS, CERTIFICATES, OR REQUIREMENTS:**

- St John Ambulance (or equivalent) Emergency First Aid & CPR (before working alone with clients)
- Valid Ontario Class G driver license
- Acceptable Driver's Abstract before driving clients

- Acceptable Criminal Record Check including the vulnerable sector check

**MINIMUM PRIOR RELATED EXPERIENCE:** Suitable candidates may be hired without previous experience; however, prior related programming experience will be considered an asset on hiring.

**PHYSICAL EFFORT/DEXTERITY REQUIRED:** The performance of the job requires: a moderate amount of keyboarding/manual record keeping; occasional to moderate amounts of physical care (including manual or assisted transfers); occasional lifting/packing of client belongings or program supplies; occasional recreational activities; frequent standing, sitting, walking, & reaching; and rare use of physical behaviour intervention techniques.

**MENTAL EFFORT/SKILLS REQUIRED:** Performance of the job requires attentive listening & observation of body language; continuously monitoring the environment; frequent multi-tasking; reading, writing, & basic arithmetic; significant memory & concentration; significant reasoning & judgment; creativity & imagination; motivation and continuous encouragement skills; positive outlook; and the ability to understand client's needs.

**RESPONSIBILITY FOR FINANCIAL RESOURCES:** The incumbent is involved in minor financial matters regularly, or on a relief basis. The incumbent may be authorized to spend, disburse, or collect small amounts of cash, but has no input into the annual budget. The incumbent is expected to pre-plan spending and remain within allotted budget. The incumbent will take an active part in fundraising efforts for the program.

**RESPONSIBILITY FOR HUMAN RESOURCES:** The incumbent is responsible for his or her own time and effort as well as the overseeing of all volunteers and students through provision of duties and encouragement. The incumbent will not provide formal orientation to new employees, but may be asked to share knowledge of work methods and routines.

**WORK ENVIRONMENT:** The incumbent's typical work environment is a day program facility or community residence, with moderate amounts of work accompanying clients into the community. Depending on workplace, the incumbent may be isolated, may have a work schedule affecting lifestyle, and may be exposed to domestic cleaning supplies and bodily fluids/wastes.

**EXPOSURE TO HAZARDS:**

- minor risk of physical aggression from clients
- moderate exposure to household cleaning supplies
- minor to moderate exposure to bodily fluids/wastes
- minor exposure to risk of traffic accidents when driving

**PRECAUTIONARY MEASURES:**

- Communicable disease precautions
- Driver's Abstract
- Current certification in First Aid & CPR
- Police Record check
- Vulnerable Sector Security check
- Knowledge of Fire and Safety regulations and Occupational Health and Safety Act
- TB test