



Feeding hope. Changing lives.

Recovery Care Worker, Sanctuary Job Description

Department: Women & Families Programs
Branch: Women & Families Centre
Location: 616 East Cordova, Vancouver
Reports to: Shift Supervisor, Sanctuary

Job Summary:

This position is responsible to work alongside the Shift Supervisor, Sanctuary and other Care Workers, as well as the Supportive Recovery and Counselling Teams, to ensure each Sanctuary Stabilization program participant is supported and cared for well and they have a safe and clean place to find direction and assistance. The job includes providing referrals; accompanying to appointments; advocating for material needs; organizing program activities; assisting with daily routines and problem-solving; attending to emotional, physical, mental, and spiritual needs; supervising infants; providing mediation facilitation; and conducting searches and screenings. This position involves ministering to participants by forming relationships and modeling Christ-like behaviour. The job involves shift work, including on weekends, evenings, overnights, and statutory holidays.

Main Duties and Responsibilities:

- Model Christ in word and deed.
- Build rapport with participants by fostering a climate of grace, forgiveness and accountability—and especially developing positive supervisory relationships with those in early recovery stages who are mandated to participate in the Sanctuary Stabilization program.
- Actively support the participants in the Sanctuary Stabilization program by:
 - Providing information and referrals to external services for recovery and/or housing.
 - Advocating and helping to acquire material needs and services within the community.
 - Assisting with problem-solving and life skills within the context of their daily routines.
- Attend to the emotional, physically, mental, and spiritual needs of all participants—and especially those with complex mental health diagnoses and/or taking antipsychotic medications.
- Supervise infants, as appropriate when asked by the participants, including holding, feeding, and changing, and ensure participants are following family plans and/or supervision orders from MCFD.
- Provide medication facilitation, including locking meds, completing MARS sheets, working with pharmacies and medication delivery services, etc. Provide supervision of participants on opioid-agonist treatment and other prescribed narcotics (including medical marijuana).
- Conduct room searches, bag searches, and urine screenings with both sensitivity and determination, dealing appropriately with participants' feelings of resentment and frustration.
- Organize and participate in program activities, offering ideas and resources when appropriate.
- Maintain the database and accurate digital records and manuals using the computer.
- Take an active role in proactively and re-actively defusing and deescalating aggressive situations.
- Be knowledgeable of all the material documented in the Sanctuary Stabilization Program handbook, as well as related documentation, and apply it consistently.
- Monitor sobriety of participants and visitors, and report to the supervisor when necessary.
- Maintain the work space in a clean and presentable condition, monitoring the areas in and around UGM, and ensuring that equipment is functioning properly.
- Participate in staff meetings, training and spiritual development opportunities, and perform other duties as required by your supervisor.
- Adhere to all UGM published policies, practices and procedures, including Occupational Health and Safety.

Knowledge, Skills and Abilities:

- Mature individual, committed to UGM's Mission Statement, Core Values, and Statement of Faith.
- A vibrant and growing relationship with Jesus Christ, our Creator, as Saviour and Lord..
- Maintain a high level of confidentiality within the organization and its clientele.
- Related post-secondary education is required (e.g. Psychology, Social Work, Human Services).
- 2 years of related work or volunteer experience is required.
- Consideration may be given to alternate combinations of lived experience and education.
- Valid Class 5 drivers' license is required.
- Food Safe Certificate is preferred.
- At least 20 hours of training in one or more of these subjects: counselling; crisis and conflict resolution; psychosocial intervention for substance use disorders; and trauma-informed practice.
- Good interpersonal skills.
- Basic computer skills (Outlook, Word, Excel).
- Ability to work as part of a team under the direction of a supervisor.
- Ability to set and maintain healthy boundaries.
- Willing to complete UGM's Non-Violent Crisis Intervention course and all other mandatory training.
- Knowledge of motivational interviewing and stages of change is preferred.
- Technical Competency—Trauma-Informed Care (Level 1): Help identify negative events that have impacted the client's functioning, and develop interventions that emphasize safety, choice, and personal control.

Behavioural Competencies:

- **Adaptability/Flexibility (Level 2)**
Adjust approach to meet needs of changing conditions, situations, and people to work effectively in difficult or ambiguous situations.
- **Christ-likeness (Level 1)**
Demonstrate the love of Christ in word and deed by living out the values of the Gospel.
- **Client-Service Orientation (Level 1)**
Provide service excellence by focusing efforts on discovering and meeting needs within personal, professional, and organizational capacities and boundaries.
- **Diversity and Cultural Responsiveness (Level 2)**
Provide respectful, equitable, and effective services to diverse populations by affirming the value, worth, and dignity of all.
- **Effective Communication (Level 2)**
Provide verbal and written communication that builds trust, respect, and credibility, and includes active listening skills and non-verbal communication.
- **Self-Care (Level 2)**
Deliberately and continuously apply professional and personal self-care to sustain optimal productivity and maintain physical, mental, spiritual, and emotional health.
- **Self-Management (Level 2)**
Manage moods and strong feelings while maintaining a calm and tactful demeanor under a broad range of challenging circumstances.
- **Teamwork and Cooperation (Level 2)**
Work collaboratively and productively across the organization to achieve common goals, while demonstrating respect, cooperation, collaboration, and consensus-building.

Working Conditions:

- **Work Location**
Work is generally performed indoors, with up to 65% of the time spent outdoors in all types of weather.
- **Physical Requirements**
Work fluctuates between sedentary and active, but may require standing, walking or reaching for up to 90% of the time. Employee is required to look at a computer screen and use a keyboard for up to 30% of the time. Must be able to lift up to 35lbs occasionally.

- Work Conditions**
 Working environment is generally favorable. Lighting and temperature are adequate. Work is performed amid normal conditions of dust, odors, fumes, and noises. Frequent environmental exposures to cold, heat, and water. This position is required to work in an environment often dealing with clients in crisis situations brought about by diverse problems. The ability to function independently and frequently under pressure, while managing multiple concurrent tasks including emergency situations is an ongoing expectation of this position.
- Hours of Work**
 This position will be a part of a team within a 24-hour facility, covering day, afternoon/evening, and overnight shifts. Weekend work and statutory holiday work will be required. Some work on scheduled days off may be required. Moderate overtime may be required.
- Hazards**
 Job requires frequent interaction with the public some of whom may be upset, abusive, and/or violent. Job requires working frequently with people in unhealthy conditions and may include exposure to bodily fluids, lice and bedbugs. Employee is required to hear information about clients' lives which may be troubling or upsetting, and may cause emotional issues including vicarious trauma.
- Other**
 Due to the nature of the job, and our commitment to a safe environment, the candidate is subject to a criminal record check and must submit a current Driver's Abstract.

The above statements are intended to describe the general nature and level of work performed by people assigned to this position. They are not intended to be construed as an exhaustive list of all responsibilities duties and skills required of personnel so classified.

Employee's Signature: _____

Name: _____ **Date:** _____

Supervisor's Signature: _____

Name: _____ **Date:** _____