

# HOPE RESTORED

C A N A D A

## PROGRAM SUPPORT WORKER ROLE DESCRIPTION

### Purpose

The purpose of the HRC Program Support Worker is to provide oversight and support in the house for new residents, those on observation, and assistance with programming.

### Position

The Program Support Worker is accountable to the ED and reports to the Program Director. The Program Support Worker is responsible for oversight of new participants, those on observation, and facilitation of evening/ weekend programming.

### Qualifications

This person should have knowledge on working with survivors of sexual exploitation. This person should have strong interpersonal skills, be assertive and confident, and willing to take action when needed. This individual should be able to assume an authoritative position when needed, is an active listener and is able to create a safe environment for participants. This person is sensitive to the many triggers that can affect individuals who have undergone severe and repeated trauma. This person is understanding of the many individuals and systemic factors that play into an individual ending up in "the life." Must possessive a valid Class 5 Drivers license and A First Aid & CPR C certification.

### *General Tasks:*

- Be a support, with healthy boundaries for program participants
- Use Gmail, and Google Drive for daily administrative tasks;
- Complete all documentation and basic administrative duties
- Regularly communicate with the Program Director on residents' needs and additional support tasks.
- Run and oversee scheduled after hours recreational and/or life skills activities for residents

- Plan activities or outings to help increase the morale of participants (all activities that have a cost must be pre-approved by the P.D.)
- Cleaning/ packing up past participants' rooms.
  - Ensuring it is ready for new intakes
- Enforcing daily cleaning/ weekly deep cleaning is done by residents.
  - May help with some clean up/ deep cleaning duties as needed.
- Familiar with resident house rules, and ensure these are followed.
- Familiar with program policies and procedures, and able to enforce them when needed.
- Crisis intervention, and management.
- Ensure that the environment is supportive, nurturing, and encouraging
- Aware of all residents schedules, case/safety plans, expectations and goals
- Transports/ accompanies residents to appointments, outings, and support groups (ensuring those on observation/ consequences do not go out alone)
- Additional task as directed by the Executive Director and Program Coordinator

### *Weekend Tasks:*

- Ensuring weekly chores are completed and house laundry is done.
- Weekly taking inventory of household needs/ program items.
  - Tracking a list of items for donations

### *Night Tasks:*

- Ensuring Security of the home is in place for the night; and room checks are done
- Responsible for restocking, and ensuring first aid kits and supplies are up to date, and available.
- Responsible for general housekeeping tasks daily
- Ensuring the nutrition program preparations are done for the coming day.
- Overseas organization, and inventory of all donations.