



## Lillooet Friendship Centre Society Job Description

### Recovery House Activity Support Coach/Housing Monitor

#### Summary/Objective:

Under the direction of the Executive Director from the Lillooet Friendship Centre Society and subject to its policies and regulations, the Recovery House Activity Support Coach/Housing Monitor will be responsible for providing support to the residents of the Recovery House Day Treatment Centre with culturally competent services. The Recovery House Activity Support Coach / Housing Monitor will be familiar with other services and resources in the community and work closely to provide information and support as required.

#### Expected Hours of Work:

The Recovery House Activity Support Coach should be expected to work four to five shifts per week according to need. Shifts run from 12am to 8am; 8am to 4pm and 4pm to 12am each day. The Recovery House is open twenty-four hours per day, seven days per week when there are people in residence. For that reason, the Recovery House Activity Support Coach is expected to work evenings, statutory holidays, weekends and/or overnights on a regular and ongoing basis. Staff of the Recovery House may be used to cover shifts at the Community Cares Homeless Shelter and/or Gloria's House when needs arise. Wage \$23.00

#### Essential Functions:

##### INTAKE:

- Receive new residents and ensure all intake paperwork is completed and a client file is created.
- Perform Needs Assessments for each new resident, i.e. does resident need winter clothing, clothing laundered, shower, prescriptions filled etc.
- Be knowledgeable about all programs and services available in the community for residents, and able to share that information when it is needed.
- Prepare bedrooms for all new residents entering into the Recovery House (i.e. clean linens, cleaned and empty dresser drawers, bedroom cleanliness etc)
- Search personal belongings for disallowed substances.
- Place all prescription medications in lock box for disbursal as required.
- Review house rules with new residents and follow up periodically as required.
- Support new residents in getting set up in their rooms by providing items required (ex. linens, hygiene products, clean clothes etc)
- Welcome and introduce new clients to all existing residents.

##### SUPERVISION:

- Engage all residents in conversations and activities that are edifying and stimulating.
- Assign household chores to residents.
- Monitor client's rooms for cleanliness.
- Ensure that all residents properly respect and maintain common areas.
- Monitor that residents are following house rules including curfew/lights out hours.
- Observe and report any unusual behaviors or potential areas of conflict between residents.
- Monitor proper use and functioning of appliances and other household equipment.



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- Observe any unusual activities that may pose a safety or nuisance issue for the clients or neighbours.
- Maintain inventory of all household supplies (i.e. cleaning supplies, cooking utensils, furniture, household keys etc);
- Review Program and House Rules with all new residents and ensure client compliance with house rules.
- Report any rule breaking, emergencies or other crises via the established reporting chain, ex. all calls to 911 must be reported to the Executive Director via phone call.
- Facilitate House Meetings.
- Assist in monitoring LFCS/Recovery House property to protect from damage and/or theft.
- Communicate in a culturally sensitive manner as our client population is diverse.
- Maintain clean laundry facilities so it is readily available to residents.
- Supervise residents by taking them to appointments, ex. counselling, medical, dental appointments, necessary shopping.
- Perform other duties as assigned.

### **HEALTHY LIVING PROGRAMMING:**

- Introduce activities that offer healthy options to Recovery House residents and that support their recovery plan.
- Prepare and cook meals and provide snacks and evening snacks as required. Clean dishes & kitchen area.
- Supervise distribution of medication to Recovery House Residents.
- Work with other LFCS departments to introduce Life Skills workshops and activities for the Recovery House where appropriate.
- Maintain an encouraging atmosphere to ensure participation in programming.
- Supervise meetings of residents by ensuring all attend and are on time, incorporating all programming materials into the meetings, encouraging participation and highlighting positive outcomes.
- Arranging necessary resident appointments.
- Get appropriate permission for any outings.
- Shop for supplies as needed.

### **DISCHARGE:**

- In cases where discharge is due to noncompliance, pack the resident's belongings; these are then turned over to the Community Cares Building.
- Whether due to noncompliance/violation or completed program, complete discharge package.
- Ensure the room is clear and do a deep clean.

### **ADMINISTRATION & PROMOTIONAL DUTIES:**

- Maintain Recovery House user records and stats. Maintain all points of contact.
- Request Purchase Orders for necessary purchases in a timely manner and according to the schedule of the purchasing department; submit receipts in a timely manner and as according to guidelines of the purchasing department.
- Submit any required reporting to the LFCS offices according to the outlined schedule and including all required information, ex data, anecdotes, photos, budgeting.



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- Attend regular Recovery House working group and staff meetings; and
- Promote all programs and services in the community.

### SKILLS

- Advocacy skills.
- Strong interpersonal skills to work with diverse client groups with varying levels of comprehension and language capability.
- Effective listening, observation and facilitation skills to effectively assess clients and provide appropriate treatment support and consultation.
- Strong mediation, negotiation and conflict resolution skills to respond or assist in emergency situations.
- Strong collaboration skills to manage service delivery in conjunction with case managers, residents, their family members/caregivers and other health care professionals.
- Ability to deal with demanding interpersonal situations and respond with good judgment and understanding.
- Demonstrated ability to analyze and make independent decisions.
- Experience organizing and facilitating events and activities for both small and large groups an asset.
- Experience completing reports and maintaining statistics as an asset.
- Excellent organizational, planning and communication skills.
- Must show sensitivity and discretion to residents' needs, must work in confidence.
- A proven ability to avoid and resolve conflict, and to contribute to a positive work culture.
- Must be able to work with little supervision and excel as part of a team.

### QUALIFICATIONS / EXPERIENCE:

- High school or GED equivalence.
- Peer Support Counselling or other relevant certification asset.
- Minimum 2 years clean and sober.
- A working knowledge of issues related to addiction, mental health, and homelessness.
- A sensitivity and openness toward, and understanding of, culturally appropriate healing and teaching.
- Valid drivers' license and use of vehicle preferred.
- The ability to navigate stairs; to carry heavy grocery orders; to perform light and medium housekeeping duties.
- Food Safe Certification an asset.
- First Aid Training Level 1
- Must provide a Criminal Records Check with vulnerable sector screening.

*As an important provider of social support to the greater Lillooet and area community, the Lillooet Friendship Centre Society executes a number of key community events during the year entirely through the generously donated efforts of its staff. Events such as the Children's Christmas Party, The Elders' Christmas Party, Indigenous Day March, MMIWG March, and other key events happen only because of the voluntary efforts of Lillooet Friendship Centre staff. All staff of the Lillooet Friendship Centre Society are hired in part on the basis of their commitment to these important activities and because of their willingness to contribute in kind.*