

POSITION DESCRIPTION

Job Title: Respite Home Assistant
Reports to: Manager of Services
Revised: January 2024, June 2022

Primary Function:

Under the direction of the Manager of Services, the Respite Home Assistant provides service and administrative support to participants, families and staff who are involved with the Respite Home service. The Respite Home Assistant ensures that the Respite Home activities, services and practices, are delivered in accordance with Wesway's philosophy, policies and procedures, as well as applicable Ministry guidelines and legislation.

Roles and Responsibilities:

Services Responsibilities

- Coordinate the intake process for the Respite Home service in consultation with the Respite Home Supervisors
- Function as the initial Respite Home contact for new and recurring families, waiting list families and referring organizations; provide follow-up information and support as necessary
- Seek clarification, gather information and follow up as necessary for each unique participant/family situation
- Develop and maintain effective systems to monitor and disseminate the complex information and care needs pertaining to participants and their families; review and update information on a regular basis
- Identify and report unusual service-related situations, incongruities or discrepancies to the appropriate people
- Organize and assist with Respite Home and/or participant specific training as needed
- Participate in the development of policies, procedures and/or practices as required
- Act as a liaison between Wesway and other community partners in relation to the Respite Home (e.g. contractors, pharmacy, etc.)
- Sourcing and recommending items or services for the Respite Home (i.e. furnishing and equipment purchases, grant money expenditures, etc.)
- Research and prepare information for project specific tasks
- Participate in other service projects as assigned

- Coordinate tours of the Respite Homes for both families and community stakeholders
- Prepare Respite Homes for the various services and supports occurring at each home
- Assist with the dissemination of information

Administrative Responsibilities

- Working with the Respite Home Supervisors, schedule Respite Home participants on a regular basis according to available matching information, annual service plans and other referring agencies. Confirm schedules with families
- Schedule Respite Workers at Wesway's Respite Home locations, in accordance with the collective agreement and all established policies/procedures/protocols including the completion of all required documentation
- Open, maintain and close all Respite Home database information and hard-copy files for families ensuring that information is current and available
- Provide administrative support and record minutes for all relevant Respite Home staff meetings
- Research and prepare items/information for staff meetings as directed
- Develop and maintain appropriate administrative support systems for Respite Home services (e.g. reconcile petty cash, ensure that current information is available in all appropriate places, mail-outs, training in-services, copying, filing, etc.)
- Coordinate appropriate file retention systems for all Respite Home service-related records
- Maintain inventory to ensure all Respite Homes supplies are stocked
- Deliver agency training as required

Statistics

- Track, record and report statistical data as required
- Prepare statistical reports as directed

Other

- Perform all other duties as assigned
- Actively pursue relevant training opportunities related to professional learning needs as identified in the performance review process
- Cover for, and act as a resource to, other service-related positions

Hours of Work

- Flexible Hours, including nights and weekends are required – Hours worked are based on the demands/needs of the participants/families and Respite Home service

Qualifications

- College diploma or university degree in health services or social services from a recognized academic institution and a minimum of one year of

related experience (or an equivalent combination of education and experience)

- Ability to exercise sound judgment and discretion when responding to confidential information
- Ability to deal effectively with people in crisis or other challenging situations
- Strong interpersonal, communication and presentation skills
- Strong organizational, self-motivation and time management skills
- Ability to function both independently and in a team environment
- Ability to manage multiple tasks within tight timelines
- General understanding of the theory, principles, legislation and practices of the delivery of human services
- Good presentation skills and knowledge of adult learning dynamics
- Knowledge of community services and resources
- Proficient computer skills in a Microsoft Office environment
- Must work in compliance with the provisions of the Ontario *Occupational Health and Safety Act* and the Regulations pursuant to it
- Able to work flexible hours (evenings and weekends) as required
- A valid driver's license and access to a reliable vehicle is required
- Current Nonviolent Crisis Intervention Certification