

Job Class Profile: Senior Group Home Counsellor

Pay Level: CG-35 **Point Band:** 766-789

Factor	Knowledge	Interpersonal Skills	Physical Effort	Concentration	Complexity	Accountability & Decision Making	Impact	Development and Leadership	Environmental Working Conditions	Total Points
Rating	5	5	4	6	4	4	4	3	4	
Points	233	83	25	29	120	87	83	64	43	767

JOB SUMMARY

The Senior Group Home Counsellor is a professional counseling direct care position. In conjunction with the Program Coordinator, this position oversees the operation of the group home through the supervision of staff and the delivery of rehabilitative work in the care of youth in a group home setting and includes providing a safe and structured environment for young people and participating in the development and implementation of behaviour management, skill teaching, and other therapeutic activities.

Key and Periodic Activities:

- Supervises and provides direction to group home staff. Oversees the operation of a program through supervision of staff and all aspects of the operation.
- Provides administrative responsibilities to ensure the efficient and effective operation of the facility such as monitoring program expenditures, staff scheduling, administration of leave, and maintaining employee files.
- Acts as the delegate in charge of the facility in the absence of the Coordinator.
- Follows all in house programs and individual program plans of all residents consistently and accurately.
- Supervises and monitors residents and maintains an awareness of their whereabouts at all times.
- Supervises residents in structured and unstructured activities, assists them to use free time constructively, and actively participates in daily routines.
- Demonstrates appropriate reinforcement and consequences. Intervenes appropriately before or when a potentially disruptive situation or behaviour occurs. Sets limits and controls for unacceptable behaviour.
- Helps residents to develop cognitive skills and problem solving techniques.
- Accompanies young people on home visits and supervises visits when the safety of the young person is a concern.
- Properly manages the dynamics of the group and uses appropriate skills while dealing with the group.
- Utilizes a variety of intervention techniques including implementing the resident's intervention plan.
- Completes documentation including daily logs, court reports, incident reports, discharge reports, sign off integration leave for residents, and order to reside reports.
- Uses a relational approach with young people and families to provide guidance with appropriate social, personal, and interpersonal behaviours and may function as a key worker for

Key and Periodic Activities:

- a particular individual. Supervises other employees carrying out these duties.
- Counsels residents with daily life issues, family issues, addictions, criminal behaviour, anger management, peer relations, and other areas identified by the team or youth.
- Encourages youth to strive toward reintegration back into the community through community access reintegration leave.
- Determines when medical intervention is required for a resident. Fills prescriptions and implements a medical treatment plan as prescribed by a health agency. Records the required dosages in the medical log and ensure the resident received the necessary medication in the correct dosage.
- Utilizes first aid, CPR and/or suicide intervention skills if necessary.
- Develops and oversees an intervention plan to assist families and community organizations to assist youth at risk in developing their maximum potential in all areas of development.
- Attends or delegates staff to attend parent teacher meetings, case conferences, private counseling appointment, legal aid appointments, and court appearances.
- Delivers staff education activities including orientation, mentoring of new employees, staff development days, and facilitating required training and presenting at workshops as necessary.
- Participates in screening resumes, conducting interviews and reference checks for new staff.
- Completes population movement reports and time sheets for payroll.

SKILL**Knowledge****General and Specific Knowledge:**

- First aid, suicide intervention, therapeutic crisis intervention, Youth Criminal Justice Act, Child and Youth Care Protection Act, internal policies and procedures, and other training as set out by the organization/health authority to maintain standards of care (i.e. healthy stages of child development, impacts of child maltreatment, working with multi-problem families).

Formal Education and/or Certification(s):

- Minimum: Undergraduate degree in social sciences or a related field.

Years of Experience:

- Minimum: 2-3 years experience in front line child and youth care intervention services to young people and families.

Competencies:

- Commitment to maintain best practices around new research outcomes as well as ongoing skills development.
- Ability to adapt to a broad range of social and interpersonal situations and to develop creative and flexible responses.
- Awareness of community resources and how to use them.
- Leadership, problems solving, assessment, analytical, and communication skills.
- Ability to operate a vehicle.

Interpersonal Skills

- Interpersonal skills are used to listen to information and ask questions, provide routine and complex information to others, provide care/comfort to others, conduct formal interviews, promote an idea or approach, instruct/train, coach/mentor, dealing with angry or upset people, gaining the cooperation of others to complete work, providing expert advice and counselling, and resolving disputes between people.
- The most significant contacts are with (1) residents and families to provide intervention services and counselling to young people and families experiencing difficulty, (2) fellow group home counsellors to implement and facilitate daily activities with residents, identifying need areas of the youth, and in carrying out daily operations of the facility, (3) Group Home Coordinator/Executive Director for advice, feedback, and debriefing.
- Examples of daily interpersonal and communication skills: Crisis prevention and intervention; acting as a team leader and mediator in conflict resolution with residents; resolving complex issues relating to adolescent development; supervising other staff; acting as a role model and mentor to youth; dealing with angry/upset youth and families; providing counselling; providing program overview/information to other professionals such as social workers.

EFFORT

Physical Effort

- Work demands occasionally result in fatigue requiring periods of rest.
- Occasional fine finger precision work, gross motor skills.
- Regular sitting, standing, walking, and driving.
- Occasionally moves/lifts objects up to 50 lbs.
- Examples of physical effort: completing reports on the computer, using telephone, cooking, cleaning, moving furniture, participating in recreation activities with the youth such as walking/basketball, purchasing groceries, applying physical restraints, doing laundry, shovelling or putting salt on steps.

Concentration

- **Visual** concentration is required to focus on the physical surroundings and any potential risk to staff or residents, general supervision of residents, watching residents' behaviour for changes, medication count checks, monitoring surroundings, ensuring safety and security protocols are in place.
- **Auditory** concentration is required while having resident conversations that provide vital information as to their mental state, working in a house setting with noise from tv's/radios/music/conversations, supervising staff in their interactions with clients, and therapeutic active listening with clients to provide appropriate interventions.
- **Other sensory concentration** including using sense of smell to detect drugs or alcohol, fire hazards.
- **Alertness to the health and safety of others** is required as many residents are involved in high risk behaviours that require a high level of attentiveness on the part of staff such as self mutilation, drug use, suicide.
- **Higher than normal levels of attentiveness** occurs during supervision of residents and crisis intervention for youth admitted to the facility.
- **Interruptions and lack of control over the work pace** occurs as a result of phone calls, short

notice appointment, responding to the use of drugs, conflicts between residents requiring immediate attention/mediation, agitated or aggressive residents.

- **Time pressures and deadlines** required for monthly statistical reports, biweekly menu development, grocery shopping schedule, resident appointments, case conference reports, intervention plans.
- **Eye hand coordination** occurs when performing computer work and driving facility vehicle.

Complexity

- Tasks are generally different but related and involve a wide variety of responsibilities and situations. Challenges and problems range from those that can be resolved using standard work processes, to those that require some contextual cause and effect analysis.
- Typical challenges include: (1) dealing with youth when they are verbal or physical, (2) mediating youth when a counsellor has handed out a discipline, (3) providing and creating an environment and programming which has the greatest therapeutic value to clients and their families, (4) trying to get youth to meet expectation and reintegrating them into the community while continuing to rehabilitate them, (5) keeping staff on task with regards to completing daily chores and meeting expectations, (6) contacting agencies and families when an incident or crisis occurs explaining why an intervention was required.
- When addressing typical challenges/problems can reference policies and procedures manuals, Youth Criminal Justice Act, Child and Youth Care Protection Act, Facility social worker or coordinator, management, and facility handbook.

RESPONSIBILITY

Accountability and Decision-Making

- Work tasks are generally prescribed and controlled.
- Supervisory approval is not required for the purchase of small household items required for the day to day operation of the facility, clothing for youth, groceries and sundries. Day to day decisions are made with regards to implementing programming requirements or changing intervention protocols for youth. Independent decision making is given a high priority in emergency or crisis situations.
- Daily case planning and implementation are under the discretion and judgement of the incumbents. Decisions are made with regards to the scheduling of extra staff to ensure the safety of staff and youth at the facility, keeping in mind the financial concern and impact on budget. The Senior Group Home Counsellor may also use discretion in changing the residents' daily schedules.
- Supervisory approval is required for large financial purchases and significant programming changes. Reintegration of a youth has to come from a social worker or for a youth to be unsupervised by facility staff.
- A high level of discretion and judgement must be exercised when deciding if the police should be contacted with the possibility of the youth being charged criminally and removed from the facility. Judgement must be exercised when calling appropriate authorities if a youth is suspected of having a mental illness or is at risk for harming him/herself or others, and when medical intervention might be necessary such as suspected drug use requiring emergency treatment.

Impact

- Has a positive or negative impact on immediate work area, the department, and on clients and families. Additionally there are impacts on finances, facilities, health and safety, and human resources. The completion of tasks directly impacts both employees and residents at the facility, as well as programs offered. It is felt in the day to day operation of the facility, the care and support of residents, and other professions such as social work. Successful interventions with residents affect not only them, but the staff, the family of the youth, and society. As the Senior Group Home Counsellor, decisions are made regarding staffing levels and guidance/direction provided to staff.
- Each staff member has a guideline to complete and follow which outlines what is expected of the staff member and residents. There is a checklist for staff to track youth behavior and a program in place for the youth to follow. These program expectations and intervention plans provide a basic template for the completion of tasks, however a high level of judgement and discretion is involved.
- Significant mistakes could result in damage to the facility, vehicles, staff or residents. In the case where a resident is allowed to leave the facility and commits a crime, this can affect the resident, their family, the facility, its partners, and the community. Inappropriate response or lack of response, to a resident in crisis could cause the crisis to escalate putting the resident and others at extreme risk. Unsupervised youth could assault another resident, initiate sexual activity, and take drugs or alcohol. Also responsible for the appropriate allocation of prescription drugs and medication. Inaccuracy in this task could have significant affects on the resident.
- Consequences and/or errors are normally identified and resolved within hours of identification.

Development and Leadership of Others

- Performs a lead role responsibility over staff (i.e. Group Home Counsellors).
- Senior Group Home Counsellors, as part of their skill set, are required to be constant role models in many areas of program and staff development. In addition to this, they have a formal responsibility for the direction, guidance, feedback, training, orientation, delegating tasks, peer support, and mentoring of junior staff.

WORKING CONDITIONS

Environmental Working Conditions

- There is a requirement to use universal precautions and safety protocols at all times including wearing gloves in certain situations such as room searches, personal searches, cleaning contaminated surfaces, etc. Also required to wear and use panic buttons in emergency situations.
- There is a limited likelihood of minor cuts, bruises, abrasions or minor illnesses, fractures or other injuries, and occupational illness resulting in disability.
- Occasional exposure to unusual/distracting noise, dirt/dust/garbage, hazardous chemicals, toxic or poisonous substances, infectious diseases, odours, wet or slippery surfaces, lack of privacy, fire, physical dangers or threats, sharp objects, adverse weather, and travel/client transportation.
- Examples of environmental work conditions: use of chemicals to clean and sanitize, exposure to bodily fluids when doing laundry or cleaning the facility, physical threats from residents,

residents with knives or other sharp objects, residents with infectious diseases, taking residents to appointments in adverse weather conditions, intervening in a crisis situation, and the application of restraints.