

Job Class Profile: Treatment Attendant I**Pay Level: CG-27 Point Band: 534-577**

Factor	Knowledge	Interpersonal Skills	Physical Effort	Concentration	Complexity	Accountability & Decision Making	Impact	Development and Leadership	Environmental Working Conditions	Total Points
Rating	2	5	2	6	3	4	3	1	6	
Points	93	83	13	29	90	87	62	21	64	542

JOB SUMMARY

The Treatment Attendant I is responsible for providing supervision to clients of an inpatient, non-medical, detoxification centre. Work includes providing physical care and emotional support to individuals experiencing withdrawal symptoms from alcohol, drugs, and/or gambling. Work involves observation of client's behaviour and physical appearance for signs and symptoms of intoxication, possible overdose and withdrawal and arranges for medical intervention such as providing first aid, cardio-pulmonary resuscitation (CPR), calling an ambulance or refer clients to a hospital. Advocates on behalf of clients and assists in making connections with other required services such as outpatient addiction services, long term treatment, self help groups, housing, and social assistance. Operates a 24 hour crisis line providing information, support, and crisis or suicide intervention and may involve other services such as ambulance, police or Child, Youth and Family Services. Also provides education and/or encouragement to clients, family members and other professionals within client's circle of care.

Key and Periodic Activities

- Performs intake and assessment to determine if a person is an appropriate referral by assessing history of substance abuse, level of intoxication upon admission, medical or psychiatric diagnosis, and medications currently prescribed, searches client and their belongings to secure all medications and valuables, completes documentation on client and provides them with all information regarding the program being offered and their rights and limitations, enters client information in to Client Referral Management System (CRMS), may refer clients to other services, if they are determined to be an inappropriate referral for the services available.
- Provides crisis intervention and education to the public by operating a 24 hour crisis line that provides information, support, crisis or suicide intervention and possibly engaging other services such as police or ambulance services; educates and encourages clients, family members, the general public, and other professionals within the client's circle of care; and performs telephone assessments for intake or places referrals on a waitlist.
- Provides physical care and emotional support to create a safe, secure, non-judgmental environment in which clients can recover from substance abuse. Performs regular visual checks on clients to assess physical and mental state, and refers clients to medical services when required, monitors security cameras to ensure clients' safety, observes for signs of substance abuse within the Recovery Centre, intervenes with client's who become physically/verbally aggressive, calls police for assistance or discharges client if necessary, observes eating, sleeping and social interactions of clients, supervises client's taking physician prescribed

Key and Periodic Activities

- medications, and documents all monitoring activities.
- Provides advocacy services to connect clients with other required services such as long term addiction treatment, outpatient addiction services, housing, social assistance, etc., communicates with other professionals within the client's circle of care to make program referrals, sets up appointments, secures required medications, obtains medical information, and transfers clients to other services when required (such as hospital emergency room).
- Creates a recovery plan with clients, prior to discharge, by connecting them with an addictions counsellor and any other required resources in their area (i.e. AA, housing, victim services, etc), completes a formal discharge when client is leaving which involves explaining discharge policy, signing all related documents, and returning all valuables and medications the client had secured, and records client's discharge summary into CRMS.
- Works as a member of an interdisciplinary team and provides oral and written reports regarding client's progress, attends team meetings, co-ordinates education sessions or other related group activities.
- Performs general office duties, creates and maintains paper and electronic client files, documents all crisis line calls and client related information, records staff related messages, arranges coverage for shifts when staff scheduled to work take leave, keeps daily log and census books up to date, orders daily meals, grocery supplies, and linens, arranges for maintenance and repairs of the facility, and performs basic custodial duties during hours when cleaners are not present.
- Provides orientation, on the job training to new employees and oversees their performance, meets with members of the general public, client family members and professional healthcare workers from other disciplines to provide information and education on all aspects of addiction.
- Attends staff meetings and related training, sits on related committees, attends continuing education on new addiction issues and drug trends.

SKILL

Knowledge

General and Specific Knowledge:

- Knowledge of:
 - The bio-psychosocial effects of alcohol, drug and gambling addiction.
 - Suicide risk assessment techniques and crisis intervention techniques.
 - The withdrawal process and recovery planning.
 - Addiction issues and drug trends.
 - The intake, assessment, rehabilitation and discharge planning process.

Formal Education and/or Certification(s):

Minimum: High School plus completion of some post-secondary coursework in Social Sciences (i.e. Suicide Intervention, Non Violent Crisis Intervention, Addictions, etc.)

Years of Experience:

- Minimum: Less than one year with some experience in an addictions environment.

Competencies:

- Interpersonal engagement techniques and interview skills.
- Follow guidelines and processes.
- Written and oral communication skills.
- Organizational skills.
- Advocacy/negotiating skills.

Interpersonal Skills

- A wide range of interpersonal skills are used to provide the necessary care to the client population. Interaction with clients, family members, the general public, and other professionals within a client's circle of care is a major part of caring for and creating or obtaining recovery plans for clients. Communicating to clients must be of a non-judgemental basis, as getting client confidence is critical to provide a safe and secure environment and get clients to be comfortable and honest. The ability to be empathetic and understanding is crucial to keeping situations from escalating where people are emotional, angry, and dangerous to themselves and others. Requires a high level of interpersonal skills to interact with intoxicated and sober clients, to assess the situation and initiate recovery, and to obtain a level of trust.
- The most significant contacts are with employees within the immediate work area as the work area operates on an inter-disciplinary team approach; with clients, as the work area is a 24 hour inpatient service. Interaction with addiction outpatient services is crucial to ensure the recovery plan and continuing care of clients.

EFFORT

Physical Effort

- Generally does not exert physical effort which causes fatigue requiring periods of rest. There is occasionally a requirement for strength or endurance.
- Constantly receives and stores supplies up to 10 lbs, and occasionally lifts/moves supplies between 10 and 50 lbs.
- Regularly required to sit at a desk using the computer and to stand and walk when working with clients. Occasionally works in awkward or cramped positions when performing first aid or CPR.

Concentration

- **Visual** concentration is required when monitoring clients for signs of withdrawal or distress, and under poor lighting at night to determine if a sleeping client is breathing, as well as when entering and reading information in the computer system.
- **Auditory** concentration is required to monitor the crisis line phones, doorbell, panic alarms, fire alarms, and to listen to client activity for signs of distress, danger, or conflict.
- Other sensory demands such as **smell** are required to identify substance use such as alcohol on client's breath, smell of marijuana smoke from a client's room, etc.
- **Higher than normal levels of attentiveness** are required when monitoring clients that require different levels of care. Withdrawals can sometimes be quite severe resulting in seizures, cardiac arrest and hallucinations. Must be vigilant for all signs of drug use in the building, monitor for any conflict or inappropriate behaviour and for any psychiatric concerns (i.e. psychotic episodes or suicidal ideation).

- **Time pressures and lack of control over the work pace** are experienced as the number of clients in the facility can be large and the level of care required varies by client. In addition to client care, must operate the crisis line and handle front door inquiries.
- **Interruptions** such as phone calls, people arriving at the door, clients requiring supplies/medications, clients in crisis, or other staff requiring information are experienced on a regular basis.

Complexity

- Performs a series of tasks that are quite different, but allow the use of similar skills and knowledge.
- The most typical challenge, problem or issue would be interacting with clients who are intoxicated, highly emotional, agitated, aggressive, or who have mental health issues as well as addiction. Some procedures are the same, but each client when under the influence of substances or going through withdrawals will respond differently.
- Another typical problem is interacting with family members and other professionals within the client's circle of care who can also be highly emotional, agitated, aggressive, and do not understand the detoxification process or Recovery Centre Program.
- Resources such as the Policy and Procedure manual, the Recovery Centre Rules and Client Rights and Limitations as listed in Client Handbook, and input from other treatment attendants and the manager are available.

RESPONSIBILITY

Accountability and Decision-Making

- Work tasks and activities are moderately prescribed and controlled. The place of work is a 24 hour Recovery Centre. When the manager is present unusual situations will be discussed with the manager.
- Formal approval is required for punitive actions against staff and clients, purchases outside of daily operations and changes to policy or procedures.
- Uses discretion to enforce program rules and regulations. Discretion and judgement are used to interpret directions and apply guidelines when prioritizing waitlists, use assessment tools to determine if clients are appropriate for the Recovery Centre, discharge clients for inappropriate behaviour or violating rules. A high degree of independent discretion and judgement is required when performing First Aid and CPR, deciding when medical intervention is required and what type is appropriate (i.e. sending client to hospital via taxi or emergency ambulance), and assessing whether police assistance is required in these crisis situations.
- There is a policy and procedure manual for staff as well as a client handbook which states all Recovery Centre Rules. This class is able to use discretion most of the time and has sole decision making power to admit/discharge clients, seek medical attention, and contact police services. When exceptions need to be made or challenges are presented, the manager can be called for direction.

Impact

- In the event of a mistake, error, or incorrect decision the impact/consequences are directly felt by all Recovery Centre staff, clients, their families, and professionals within client's circle of

care.

- A consequence or error also impacts a variety of resources.
- Errors will normally be detected and corrected within hours of occurrence. All errors related to a client's care must be reported immediately, occurrence reports must be filled out, and management notified. Every effort is made to resolve any errors as quick as possible.
- A typical example of an error would be making a mistake with a medication. Medical advice must be obtained immediately. Depending on the medication the risk to client could be quite severe. Since medications are dealt with numerous times daily, this error could occur on a regular basis; however, the occurrence of this type is rare. The error would most likely be discovered by other Treatment Attendants or the clients themselves.

Development and Leadership of Others

- Not responsible for the supervision of staff.
- May be required to train new staff if they are being orientated during a shift where they are the most senior staff member.
- Does not perform as a team lead or project lead.

WORKING CONDITIONS

Environmental Working Conditions

- Required to wear puncture proof gloves when searching client belongings, use CPR masks, and maintain and respect the personal and physical boundaries of client's that may be agitated or aggressive.
- There is a significant likelihood of minor cuts, bruises, abrasions, or minor illnesses, but any injuries or illnesses beyond this level of severity is limited.
- Constantly exposed to bodily fluids, infectious disease, and odors when working in a communal living environment with a transient population of people who are often quite ill during their stay. There is continuous contact with clients and other staff, and a lack of privacy in performing the duties. There is exposure to used needles and other sharp objects such as razors when searching clients, and their belongings and rooms. There is regular exposure to physical threats and danger when dealing with highly emotional, sometimes aggressive clients, and their family members.