

## CLIENT SUPPORT WORKER LEVEL 1

### RED DEER DREAM CENTRE SOCIETY PHILOSOPHY

The Red Deer Dream Centre Society is a faith-based recovery organization working to change the lives of those men suffering from addictions. Our holistic process of transformation helps individuals to escape the cycle of addiction so that individuals can lead healthier lives. We believe in a multi-phased process of recovery, one that will enable our clients to ultimately become productive and contributing members of society.

### OUR VISION AND MISSION

**VISION:** Every male has the opportunity to recover and live a life free from his addictions to alcohol and/or drugs.

**MISSION:** To provide recovery programs based on Christian values that allows our organization to support men physically, mentally, emotionally, and relationally so that they can achieve a life of freedom from addiction.

### POSITION SUMMARY – CLIENT SUPPORT WORKER

Reporting to the Director of Client Care, this position is responsible for the provision of care and emotional support to individuals experiencing the effects of withdrawal symptoms from alcohol and/or drugs during their shift. In addition, it is important to provide emotional support, address any safety concerns, and complete a shift summary. This position supports management with additional responsibilities that enhance client care and programming.

### ROLES & RESPONSIBILITIES

#### Client Care

- Interact with clients in a helpful and motivational manner that enables clients to engage fully in the culture and structure of the Therapeutic Community
- Remain knowledgeable of all policies and procedures of RDDC and interpret them to the clients.
- Provide supervision of the therapeutic environment
- Keep clients informed of all policies and procedures and ensure safety and comfort for all clients.
- Conduct regular informational meetings to keep clients abreast of policy and procedural changes, upcoming and current events, etc.
- Facilitate Bible Studies that are relevant to addiction and recovery.
- Facilitate client experiential growth opportunities such as service assignments, group outings, and conflict resolution.

#### Monitoring Therapeutic Environment

- Inspect for harmful instruments, drugs, alcohol or other inappropriate materials. Bag and label any items found and follow appropriate documenting procedure.
- Inspect and monitor all living areas. Ensure living areas are decent and in order according to RDDC standards.
- Ensure full accountability for clients' location.
- Conduct and document regular client attendance. Ensure attendance relates to sign-in/out logbook.

- Ensure attendance of all residents to mandatory activities and events (groups, classes, support meetings, meals, tasks, etc.).

#### Documentation

- Document client information accurately.
- Assign client daily service assignments.
- Clearly communicate with appropriate parties via in-person conversation, email, or phone
- Answer phones and direct calls.
- Administer substance use tests and document results.

#### Ethical Practice

- Understand and support recovery strategies.
- Communicate clearly.
- Listen empathetically.
- Maintain personal boundaries.
- Understand the program.
- Motivational interviewing
- Adhere to privacy and confidentiality.

#### EDUCATION & EXPERIENCE

- High School Diploma or its equivalent
- Further education in social services or substance use preferred.
- Minimum 1 year of experience in comparable role preferred.
- Knowledge of substance abuse related issues and the recovery process.
- Must be able to perform weekend, evening, and overnight shifts as assigned.
- Must have proven leadership experience and be an effective team player.
- Current CPR/First Aid Certification

JOB TYPE: Permanent Part-time

Please forward resume to Bobbi Kroeger at [bobbi.kroeger@rddc.ca](mailto:bobbi.kroeger@rddc.ca)