Pivot Point
Family Growth Centre Inc.

Complex Care Worker - Job Posting

Position Title: Complex Care Worker

Position Type: Variable: Minimum 8 hours per week up to 64 or more

Wage: Compensation is provided on a per diem (per day) basis, with daily rates equivalent to approximately $28–$31/hour, depending on shift length, professional experience, education, and personal suitability. This rate aligns with the BC Employment Standards Act for “live-in home support workers” and does not include overtime.

Posting Summary:

Complex Care Workers (XCW’s) serve as ‘behaviour therapists’ for children, youth and adults with highly complex behavioral and emotional disorders and/or developmental conditions. Their purpose is to create SAFETY and STABILITY for these individuals and their families, while pursuing the SKILL DEVELOPMENT goals necessary to help the individual and family reduce their level of service need over time.

Are YOU comfortable with more challenging behaviours? Some of our clients can exhibit extreme anger, intense language, and aggressive behaviours. Staying calm and safe, and knowing how to deescalate tough situations is essential.

Can YOU commit to your shifts? Sometimes the consequences of dropping a shift can be catastrophic to our Complex Care families. We’re looking for consistent and stable staff.

Can YOU urgently pursue goals? Our clients and their families need your help to improve their situation - right away - by learning new skills, and building the resilience they need to be successful without our support one day.

Can YOU work under the guidance of a team of Lead Professionals? Our treatment plans include lesson plans provided by our Behaviour Consultants and Counsellors, but possibly psychiatry, SLP, OT, Dietician, etc.

Duties and Responsibilities

- XCW’s work in client homes or other residential settings to independently implement therapeutic programs and to create safety and stability.
- XCW’s help clients achieve their stated goals as quickly as possible
- XCW’s complete data tracking and session notes after each shift

- XCW's are accountable to their clients and to their multi-disciplinary team and the Complex Care Program Manager
- Must have a reliable mode of transportation
- XCW's work with the same client for an extended period of time, so a one-year commitment is required
- XCW's are not required to take clients in their cars, if this is viewed as unsafe for some clients. This option must be discussed with the family and the team.
- At times, XCW's may be invited to work overnight shifts. These are often deemed "Night Attendant" positions, and have other special considerations.

Qualifications

- At least 6 months experience working with special needs populations (preferably with autism but work with other disorders is also strongly considered)
- Able to manage your own personal safety, and belongings, during times of client intensity. Staff with long hair may need to wear hats, or to tie their hair back
- Basic computer skills and daily access to internet is required for logging data and session notes
- One year commitment to the agency
- Willingness to learn and grow
- Ability to set boundaries with compassion and consistency
- Dependability & consistency in attending sessions
- Willingness to obtain Emergency First Aid within probation as a condition of employment
- Willingness to complete a Criminal Record Check and Centralized Screening within probation as a condition of employment
- Have a reliable vehicle and a valid Driver's License with a clean driving record (Driver's Abstract will be required)

Working Conditions

- Willingness to work with clients who may exhibit challenging behaviors, including aggression.
- Willingness to assist with personal care needs as required, which may include supporting clients with bathing, toilet training, or cleaning up bodily fluids such as feces or vomit.
- Willingness to follow safety protocols, including de-escalation techniques, regular team check-ins, and MANDT training.
- There is potential for workers to experience verbal aggression, such as swearing, or physical aggression, which could result in your injury or emotional distress.
- Shifts may vary in length and can include 8-hour, 12-hour, 16-hour, or 24-hour shifts depending on client and program needs.
- This position is classified under a Per Diem employment contract in accordance with the BC Employment Standards Act (ESA) regulation for live-in home support workers. As such,

overtime pay does not apply to these shifts under this classification.

Why join the Pivot Point team?

Pivot Point specializes in ***intensive therapeutic interventions*** for children, teens and adults with Autism and other diverse abilities. This might be YOUR opportunity to join a comprehensive clinical team in your community, so you can move YOUR career to the next level.

If you have a passion for helping individuals with diverse abilities and highly complex care needs, join Pivot Point so we can work together to create positive change!

To apply, please visit http://pivotpoint.ca/apply-now to upload your resume and submit an application.