



TEEN CHALLENGE CANADA

JOB DESCRIPTION – COMMUNITY SUPPORT WORKER

Terms of Employment:	As discussed	Department:	Program
Position Type:	Community Support Worker	Reports To:	Centre Director

THE OPPORTUNITY:

The primary responsibility of the Community Support Worker at Teen Challenge Canada is to provide support to clients who are adults 18 and over. This role works with the clients in all areas of personal development, growth, life skills, as well as social and spiritual activities to enable the clients to attain their full potential. Other responsibilities include promoting an environment that is supportive, nurturing, healthy and safe, while helping to ensure that the physical needs of clients are met. The Community Support Worker is responsible for the proper and accurate completion of all daily logs, shift reports, incident reports, and all other documentation as required.

CULTURE:

We continue to focus and help create an environment where employees, clients and visitors are treated with dignity and respect. Fairness, individual development and recognition, teamwork, support for family and community are all hallmarks of Teen Challenge's workplace. We are committed to doing meaningful work on a motivated team. With passionate staff across Canada, we aim to continually strengthen our community of care and responsibility, grounded in mutual respect, by daily upholding our Christian values and enhancing teamwork to serve our clients better.

JOB DUTIES AND RESPONSIBILITIES:

Client Care and Interaction

- Approach every client with empathy, understanding and a non-judgemental attitude
- Maintain clear, respectful, and consistent communication to support clients in their recovery journey
- Apply Crisis Prevention Intervention (CPI) techniques to de-escalate conflicts and promote harmony (training can be provided)

Safety and Emergency Response

- Remain vigilant and respond appropriately to client or facility emergencies in accordance with program procedures
- Ensure the facility remains clean and safe to promote a supportive living environment
- Administer medications accurately and responsibly in strict adherence to established policies

Transportation Responsibilities

- Safely transport clients using fleet vehicles to and from appointments and activities
- Plan routes and adhere to schedules to ensure efficient and timely transportation

Documentation and Reporting

- Maintain detailed and accurate daily logs, shift reports, and incident reports within the Client Management System (CMS)
- Protect the confidentiality of all client information at all times

Program Knowledge and Implementation

- Learn and consistently apply program policies, procedures, and the Learning Opportunities Program
- Follow assigned schedules and support clients in adhering to their schedules, fostering punctuality and reliability

- Participate in program activities that support clients' spiritual growth and demonstrate commitment to the mission and values of Teen Challenge Canada, speaking about faith in a respectful and sensitive manner

Teamwork and Collaboration

- Communicate effectively with the program team to ensure a coordinated approach to client care
- Attend and actively participate in scheduled staff meetings

Professional Development

- Demonstrate a willingness to learn and continuously develop skills related to addiction care and facility operations
- Carry out duties in alignment with Teen Challenge Canada's mission, vision, and core values

Other duties as assigned by the Centre Director

QUALIFICATIONS, SKILLS AND ABILITIES:

- Minimum of Grade 12 high school diploma
- Minimum 1-3 years' relevant work experience; Social Work experience is preferred
- Basic Biblical knowledge and ability to speak about the Gospel sensitively to a diverse client group
- Strong service ethic and a friendly disposition with clients recovering from addiction and the public
- Strong interpersonal and conflict-resolution skills; training in conflict resolution is an asset
- Ability to mentor, encourage, and inspire clients
- Demonstrated strong work ethic, initiative, and positive team attitude
- Ability to learn and apply Teen Challenge Canada policies when working with clients
- Clear communication skills in person, by phone, and by email
- Adaptability to change and frequent interruptions
- Basic Computer Skills
- Patient, kind, and compassionate
- Valid Driver's License and clean driver's abstract
- First aid training preferred

WORKING CONDITIONS:

- Work is conducted both indoors and outdoors
- Ability to sit and stand for extended periods
- Work environment may range from calm to fast-paced depending on daily activities
- Evenings, nights, and weekends may be required

OUR VALUES:

We Are Christian - We believe that God is the catalyst for change for people with life-controlling drug and alcohol problems.

We Are Committed To Those Who Are Addicted - We believe that a balance of love, accountability and training are required to prepare the individual for successful re-entry into society.

We Value People - Our clients, donors, staff, volunteers, churches, board members and advisory councils are appreciated and worthy of respect and honour.

We Are Stewards - We are committed to managing wisely all resources entrusted to us recognizing that we are ultimately accountable to God.

There Is Hope! - Life-controlling addictions can be permanently overcome!

Approved By:	Director of Centre Operations
Date Approved:	December 2024
Date Reviewed:	May 12, 2026