



# Provincial Job Description

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**TITLE:** (210) Client Vocational Program Assistant  
**PAY BAND:** 12

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**FOR FACILITY USE:**

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**SUMMARY OF DUTIES:**

Assist with rehabilitative program planning and implementation of projects/programs to meet the individual needs of referred special needs clients/residents.

**QUALIFICATIONS:**

- ◆ Grade 12

**KNOWLEDGE, SKILLS & ABILITIES:**

- ◆ Communication and interpersonal skills
- ◆ Organizational and leadership skills
- ◆ Knowledge of related tools and equipment
- ◆ Ability to work independently
- ◆ Ability to work with special needs clients/residents
- ◆ Valid drivers license

**EXPERIENCE:**

- ◆ **Previous:** Twelve (12) months previous experience working with a variety of tools and equipment.

## ***KEY ACTIVITIES:***

### **A. Security / Observation**

- ◆ Interviews clients/residents seeking work in a project/program.
- ◆ Assigns each individual client/resident with a daily task best suited for their ability.
- ◆ Provides constant observation and monitoring of each individual which is required for community contact, equipment operation and interaction skills.
- ◆ Ensures that client/resident works in a cooperative/safe manner and intervenes when necessary.
- ◆ Records and reports any usual and/or unusual activity according to proper protocol.
- ◆ Ensures all clients/residents are accounted for at all times.

### **B. Customer Liaison**

- ◆ Oversees product preparation/delivery from programs/projects for sale to the community.
- ◆ Records and reports activities (e.g., work sheets, statistics).
- ◆ Collects money for products/services and forwards, following proper protocol.
- ◆ Receives written and phone orders for the service requested to ensure proper billing.
- ◆ Interviews prospective customers/employers.

### **C. Project / Program Activities**

- ◆ Plans, coordinates and evaluates vocational projects/programs.
- ◆ Teaches appropriate skills to clients/residents, enabling them to participate in various programs/projects (e.g., use of tools and equipment).
- ◆ Ensures clients/residents adhere to all Occupational Health and Safety protocols (e.g., steel toe footwear, safety glasses, work gloves).
- ◆ Ensures the work area and equipment meets Occupational Health and Safety regulations.
- ◆ Monitors and observes clients/residents while performing greenhouse activities (e.g., plants/transplants, pesticide and rodent control).
- ◆ Monitors and observes clients/residents performing customer-ordered services (e.g., snow removal, lawn/yard care, roofing, seasonal car wash/cleaning).
- ◆ Monitors and observes clients/residents performing various other vocational programs/projects (e.g., golf course/greens keeping, wood chopping).

**D. Related Key Work Activities**

- ◆ **Orders, receives and oversees the loading and unloading of supplies/equipment.**
- ◆ **Moves/stores tables, chairs, lawn benches, and/or office equipment.**
- ◆ **Maintains all program/project equipment.**
- ◆ **Sets up outdoor decorations for holidays.**
- ◆ **Delivers flowers and plants for decorating areas of facility.**
- ◆ **Sets up for family and facility social functions.**
- ◆ **Provides orientation to staff.**

*The above statements reflect the general details considered necessary to describe the principal functions of the job and shall not be construed as a detailed description of all related work assignments that may be inherent to the job.*

*Any revisions of this document recommended by the Joint Job Evaluation Maintenance Committee must be approved by the Parties.*

*Validating Signatures:*

*CUPE:*

*SEIU:*

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*SGEU:*

*SAHO:*

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*Date: 2005*

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