



Family Support Worker

Temporary Fulltime 35 hours per week until March 29, 2019

Position Summary:

Gathers information through referral source, care team and client in order to assess the needs for service. Develops and implements service plans within the program guidelines, contract expectations and policy. Provides referrals, support, guidance and problem solving with clients to address issues related to family functioning and challenges. Provides parenting skill building, emotional support, crisis intervention, conflict resolution, and feedback to clients.

Qualifications:

Education, Training and Experience:

- A Bachelor's degree in a related human/social services field, or the equivalent combination of education and experience.
- Minimum of one years' previous work in a similar environment required.
- Valid driver's license with appropriate insurance and reliable transportation.

Job Skills and Abilities:

- Knowledge of human development and demonstrated ability to work with children and families.
- Knowledge of family functioning, and attachment theories.
- Demonstrates excellent interpersonal communication skills both oral and written.
- Demonstrated ability to teach life skills and support client follow through.
- Demonstrates skills in the areas of crisis intervention and conflict resolution.
- Strong collaborative skills to work with client care team and other professionals.

Duties & Responsibilities:

1. Assess client strengths, needs, abilities, and risks by interviewing, observing behavior, meeting with child caregivers and service providers. Use various assessment tools to determine family challenges, needs and risks. Develops and implements a service plan with the client that is aligned with contractual obligations, policy and program guidelines.
2. Provides support, guidance, and problem-solving to clients to address issues related to family functioning in an individual or group setting using skills such as active listening, conflict resolution, crisis intervention, development of routines and structure, and resource referrals and access to support the client to resolve the issues, meet their needs and decrease the risk.
3. Develops, changes, and evaluates service plan in collaboration with the client and care teams (if applicable). Participates in care team meetings as required to discuss and report client activities and progress.
4. Provides information on the program and/or organization. Supports clients to access community resources and supports both professional and natural supports. Supports client to access community transportation to build life skills in the context of the family abilities.
5. Provides parenting information and guidance to support clients and build parenting skills, routines, and structure within the context of the family. Using various methods of instruction addresses challenges with the clients in areas such as parent-child interaction, child development, discipline and guidance, and behavior management.
6. Provides emotional support, crisis intervention, and feedback to clients in addition to skill building.

7. Plans and conducts group educational sessions on topics related to family functioning as required.
8. Liaises with and/or promotes interests of clients with other community service providers, professionals, school personnel as required. Accompanies clients to meetings and appointments as required.
9. Services to families are provided in the context of the family home and in locations that meet the needs of the client.
10. Completes all client case notes and reports. Reports to be submitted by the report deadline.
11. Completes all documentation as required including the use of multiple data bases.
12. Completes all mandatory learning requirements.
13. Performs other duties as may be assigned.

General:

- Wage rate: as per BCGEU Collective Agreement, Grid Level 12 at 19.77 per hour
- This position requires Union membership.
- This position is open to all persons.
- This position requires successful completion of a criminal record check.
- This position reports to the Family Services Coordinator.

**Please mention the name of the job position you are applying for in your cover letter.
NO phone calls. Only short listed applicants will be contacted.**

Please submit your cover letter and resume to:

Matthew Lutz, Human Resources Coordinator
Chilliwack Community Services
45938 Wellington Avenue, Chilliwack, BC V2P 2C7
Fax: 604.792.6575 Email: careers@comserv.bc.ca

Closing Date: 12:00 Noon, January 8th 2018