
THE COMOX VALLEY TRANSITION SOCIETY

JOB DESCRIPTION

Position: FAMILY SUPPORT WORKER
Status: Union
Benchmark: Family Support Worker
Grid Level: 12

Summary:

Under the supervision of the Program Coordinator, the Family Support Worker is based at the Transition House and acts as the liaison between MCFD and Lilli House for all clients who have MCFD involvement; Advocates for the family with MCFD; Offers Family Support Outreach to clients of other CVTS programs; Develops and implements intervention plans within program guidelines; Provides referrals, support, guidance and problem solving to clients to address issues related to family functioning; Provides parenting skill building, emotional support and feedback to clients.

KEY DUTIES AND RESPONSIBILITIES:

A. Client Services

- Gathers information relevant to the client's problems, needs and risks by interviewing, observing behaviour, meeting with caregivers and service providers and using a variety of inventories, checklists and questionnaires.
- Assesses the information gathered to identify client problems, needs and risks in order to develop and implement an intervention plan within program guidelines.
- Provides support, guidance and problem-solving to clients to address issues related to family functioning in an individual or group setting using techniques such as active listening, conflict resolution, basic group counselling techniques and psycho-educational group methods to resolve the identified problems, needs and risks.
- Acts as the liaison between MCFD and Lilli House for all clients who have MCFD involvement.
- Informs and assists clients in understanding Ministry policy, legislation and the court process.
- With appropriate shared client consent, liaises with MCFD in the development, modification and evaluation of client service plans.
- With client consent, participates in integrated case management meetings as needed to advocate for the client and to report clients' activities and progress as appropriate.
- Outlines services provided by Lilli House and CVTS. Provides information on and referral to other community service providers, resources and professionals as required.
- Provides parenting skill building to clients on issues such as parent-child interaction, child development, discipline and guidance, and behaviour management.
- Provides emotional support and feedback to clients.

THE COMOX VALLEY TRANSITION SOCIETY

- Plans and conducts group educational sessions on topics related to family functioning and MCFD involvement.
- Accompanies clients to meetings, court and appointments as required.
- Offers information sessions at LH team meetings regarding understanding MCFD policy, legislation, court process etc.
- Offers Family Support Outreach to other clients of CVTS who have MCFD involvement.
- Performs other related duties as required.

B. Program Administration

- Maintains statistics as required by BC Housing and CVTS.
- Prepares and maintains related records and statistics and provides reports to the Coordinator.
- Ensures program standards are adhered to in the delivery of services.
- Supervises program volunteers in the absence of the Program Coordinator

C. Community Role

- Initiates referrals and liaisons with community agencies as required based on client's case and where indicated.
- Liaises with and/or promotes/advocates for the interests of clients with other community service providers, professionals and school personnel as required.
- Maintains a collaborative partnership with MCFD
- Represents the Society positively and professionally.

D. Organizational Role

- Maintains current knowledge of and complies with Comox Valley Transition Society mission, policies, procedures and standards of practice.
- Maintains confidentiality of information gained as a result of employment with the agency.
- Adheres to the philosophies, policies, procedures and Code of Ethics of the Comox Valley Transition Society.
- Practices feminist philosophy as defined by CVTS.
- Participates in staff meetings and supervision meetings as required.
- Participates in professional development through workshops, in-service training etc. as required.

EDUCATION, TRAINING AND EXPERIENCE

- Bachelor's degree in a related human / social service field
- Minimum one-year recent related experience
- And/or an equivalent combination of related education, training and experience

SKILLS AND KNOWLEDGE

- Training in crisis intervention, safety planning, conflict resolution.
- Knowledge of issues related to family functioning, violence against women, trauma, mental wellness, poverty, legal systems, MCFD.

THE COMOX VALLEY TRANSITION SOCIETY

- Women centered analysis of family systems.
- Current knowledge of community programs and services and related provincial support systems for families.
- Proven ability to work with tact and diplomacy with service providers and the Ministry
- Demonstrated exceptional advocacy skills.
- Knowledge of the justice system, health services, child welfare system and other related statutes.
- Trauma-informed, mindfulness and reflective practice.
- Ability to work independently and take initiative.
- Excellent verbal and written communication skills and ability to work with transparency.
- Demonstrates respect for the individuality, privacy, and decision-making process of each client.

OTHER REQUIREMENTS:

- Clear Criminal Record Check
- Level 1 First Aid Certificate including CPR
- Full class 5 BC license and access to a safe and reliable vehicle
- Touchpoints training an asset