

Benchmark Title: **FAMILY DEVELOPMENT OUTREACH WORKER**

Program: **Family Development**

Reports to: Program Manager

Approved by: Executive Director

### **Job Summary**

Provides a variety of support services to children, youth, adults or families where a child/youth has been found to be at risk e.g. conflict resolution, intervention, supervised access and transportation. These duties are primarily on an outreach basis; community, and in-home visits. Develops and implements Individual Service Plans within program guidelines. Flexible and able to work varying times; including occasional evenings and/or weekends as required

### **Key Duties and Responsibilities**

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1. Gathers information relevant to the client's problems, needs and risks by interviewing, observing behaviour, meeting with social workers, clients and other service providers.
2. May do supervised access visits with clients, with a goal in providing a safe neutral setting for visits between a child and parent(s).
3. Ability to identify client strengths and foster self-sufficiency and independence.
4. Assesses the information gathered to identify client problems, needs and risks. Develops and implements an intervention plan within program guidelines.
5. Provides support, guidance and problem-solving to clients to address issues related to functioning in an individual or group setting using techniques such as active and reflective listening, conflict resolution, basic counselling techniques and educational methods to resolve the identified problems, needs and risks.
6. Participates in the development, modification and evaluation of client individual service plans. Participates in case management meetings on a regular basis to report clients' activities and progress with identified goals.
7. Outlines services provided by the program and/or organization. Provides information on and referral to other community service providers, resources and professionals as required.
8. Provides skill building to clients on many issues e.g. parent-child interaction, child/youth development, discipline and guidance, and behaviour management.
9. Provides emotional support and feedback to clients.
10. Liaises with and/or promotes the interests of clients with other community Service providers, professionals and school personnel as required.
11. Accompanies clients to meetings and other community appointments as required.
12. Maintains related records, accreditation documentation and statistics and provides reports to the program supervisor.
13. Performs other duties as required.

### **Qualifications and Experience**

- Minimum of completed two year diploma in Human Services, Social Work or Social Services e.g. child and youth work, mental health, sociology, criminology or psychology.
- Minimum of 2 years' experience working with children or youth in a directly related field.

#### **General:**

1. Ability to concentrate as listens to clients to interpret behaviour, define the problems and provide appropriate support, guidance and problem solving.

2. Guided by social work or psychology standards, applies accepted work methods in different ways to provide support, guidance and problem solving to clients. Identifies client's needs, problems and risks; provides emotional support and feedback to clients
3. Good judgement. Applies analysis and interpretation of client's needs, problems, and risks and chooses an approach using conflict resolution, basic counselling and educational methods and techniques to address issues of client functioning
4. Strong communication skills – uses influence or persuasion techniques to provide support to clients who may not cooperate or be resistant to mandated services
5. Good time management and organizational skills. There are often multiple demands with time pressure to finish specific job tasks.
6. Ability to work independently and as part of a team/good interpersonal skills.
7. Respect for and sensitivity to the needs and rights of others, including those with differing cultural, racial, sexual, or ethnic identities.
8. Work may involve unpleasant dealings with upset, angry, demanding or unpredictable people.
9. Physical demands- report writing and ability to lift weight of car seat. May participate in recreational/social/educational activities with clients involving moderate physical exertion.
10. Other areas as defined by the program supervisor.

**Other position requirements**

- Successful checks: reference, RCMP and Attorney General checks
- Valid driver's license and safe, successful drivers abstract, reliable transportation, and must be able to obtain appropriate insurance as per agency policy
- Has and will maintain Occupational First Aid, Level 1
- Follows CVFSA policies, including but not limited to code of ethics, code of conduct, confidentiality, respectful workplace, gossip and rumors, health and safety; bullying and harassment. The worker will also abide by the relevant rules and regulations set out by the Ministry for Children and Family Development; Duty To Report.

**Diversity:** CVFSA welcomes applications from all qualified applicants including but not limited by those of any sex, race, gender, orientation, or disability. Multilingual, multicultural, Aboriginal/First Nations and Métis competencies are assets.

With my signature below "I acknowledge that I have read, understand and agree with this job description, requirements and that I am capable of performing all of the stated conditions of employment".

Employee Name: \_\_\_\_\_

Signature: \_\_\_\_\_ Date: \_\_\_\_\_

Program Manager or designate: \_\_\_\_\_

Signature: \_\_\_\_\_ Date: \_\_\_\_\_

Employee Name: \_\_\_\_\_

Signature: \_\_\_\_\_ Date: \_\_\_\_\_

Program Manager or designate: \_\_\_\_\_

Signature: \_\_\_\_\_ Date: \_\_\_\_\_