

Benchmark Title**ADULT, YOUTH AND/OR CHILD WORKER****Job Summary**

Identifies client problems, needs and risks. Develops and implements short-term, issue-specific intervention plans within program guidelines. Plans and conducts individual and/or group counselling sessions using basic counselling techniques. Provides skill building in problem areas.

Key Duties and Responsibilities

1. 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. Reviews the information gathered to identify problems, needs and risks.
2. Develops and implements short-term, issue-specific intervention plans within program guidelines in consultation with the supervisor.
3. Plans, prepares and conducts group or individual counselling sessions using techniques such as active listening, conflict resolution, basic group counselling, and basic psycho-educational group methods to resolve the identified problems, needs and risks.
4. Provides skill building in areas such as parenting skills, anger management or self-management techniques.
5. Evaluates the effectiveness of the intervention plan, reports on clients' progress, and discusses related concerns with the supervisor in order to resolve identified problems and move towards defined objectives.
6. Outlines services provided by the program and/or organization. Provides information on and referral to other community service providers, resources and professionals as required.
7. Maintains related records and statistics and provides reports to the supervisor as required.
8. Liaises with and/or promotes the interests of clients with other community service providers, professionals and school personnel as required. Accompanies clients to meetings and appointments as required.
9. Performs other related duties as required.

Qualifications*Education and Knowledge*

Diploma in a related human / social service field.

Training and Experience

One (1) year recent related experience.

Or an equivalent combination of education, training and experience.

COMMUNITY SOCIAL SERVICES JOB EVALUATION PLAN RATING RATIONALE

BENCHMARK TITLE: Adult, Youth and/or Child Worker

FACTOR	REASON FOR CLASSIFICATION	DEGREE	POINTS
1	Education and Knowledge –Requires a diploma in a related human / social service field	4	75
2	Training and Experience – Requires 1 year recent related experience	3	75
3	Physical Demands – Often involves very light physical exertion in writing reports; freedom of movement exists	2	14
4	Concentration – Often listens to clients to interpret client behaviour, define problems and provide support	6	50
5	Independence – Guided by social work standards, applies accepted work methods in different ways to provide short term issue specific programs and group or individual counselling	5	71
6	Judgement – Applies analysis and interpretation of client’s problems and choose an approach using accepted social work methods to develop short term intervention plans and provide counselling	5	71
7	Leadership/Supervision – Little or no responsibility	1	20
8	Accountability – Work has direct impact on the service provided with limited impact outside the agency; work is evaluated for compliance to social work standards	4	57
9	Communication – Uses influence or persuasion techniques to provide counselling to clients who may not cooperate	5	71
10	Care of Individuals – Identifies clients’ needs, problems and risks; provides emotional support and feedback to clients.	4	40
11	Environment/Working Conditions – Sometimes exposed to moderately undesirable working conditions in the form of unpleasant dealings with clients who are uncooperative or otherwise have behavioural problems.	4	33
Total Points			577