

**Benchmark Title****RECONNECT WORKER****Job Summary**

Identifies and provides intervention and transitional support services to street youth and youth at risk to reconnect them to their family, community and society.

**Key Duties and Responsibilities**

1. Initiates contact with street youth and identify at risk and high-risk youth. Meets with clients and assesses their suitability for services offered by the program. Makes referrals to other programs, agencies and/or community resources.
2. Assists clients to adapt to and maintain a life off the streets by providing guidance and emotional support. Monitors their well being and provides feedback and support to families of clients.
3. Recognises and analyses potential emergency situations and develops strategies to deal with them. Manages client's aggressive behaviours to minimise harm to client, the public or the worker.
4. Assists clients in obtaining access to resources and treatments. Assists clients to obtain temporary or permanent housing either directly or in co-ordination with other community services. Provides information that helps clients to make better-informed choices.
5. Advocates for youth and assists them in self-advocacy.
6. Reviews clients' progress and makes reports regarding their daily activities and progress.
7. Liaises with other agencies, professionals, ministry staff and the community.
8. 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:     Reconnect Worker**

FACTOR	REASON FOR CLASSIFICATION	DEGREE	POINTS
1	Education and Knowledge – Requires a diploma in a related human / social services field	4	75
2	Training and Experience – Requires 1 year recent related experience	3	75
3	Physical Demands – Sometimes involves moderate physical exertion in the form of constant periods of walking to make contact with clients who live in the streets	4	28
4	Concentration – Sometimes listens to clients to interpret client behaviour, define problems and provide support	5	42
5	Independence – Guided by general policies, applies accepted work methods in different ways to develop strategies to deal with emergency situations	5	71
6	Judgement – Assesses situations to develop strategies to deal with emergencies; assesses clients' suitability for services and chooses an approach to provide intervention and transitional support	4	57
7	Leadership/Supervision – Little or no responsibility	1	20
8	Accountability – Work has direct impact on service provided; errors result in work flow disruption within the program and loss of one's time to correct	3	43
9	Communication – Secures the cooperation of street youth requiring influencing or persuasion techniques	5	71
10	Care of Individuals – Work involves assessing the suitability of street youth and youth at risk for program services; to reconnect them to their family, community and society	4	40
11	Environment/Working Conditions – Often exposed to moderately undesirable working conditions in the form of dealings with clients who are uncooperative or otherwise have behavioural problems; often works outside in all weather conditions	5	42
<b>Total Points</b>			<b>564</b>