

Benchmark Title**FAMILY SUPPORT WORKER****Job Summary**

Gathers information on and assesses family functioning problems. 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

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. Assesses the information gathered to identify client problems, needs and risks. Develops and implements an intervention plan within 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 techniques such as active listening, conflict resolution, basic group counselling techniques and psycho-educational group methods to resolve the identified problems, needs and risks.
3. Participates in the development, modification and evaluation of client service plans with the integrated case management team. Participates in integrated case management meetings on a regular basis to report clients' activities and progress.
4. Outlines services provided by the program and/or organization. Provides information on and referral to other community service providers, resources and professionals as required.
5. Provides parenting skill building to clients on issues such as parent-child interaction, child development, discipline and guidance, and behaviour management.
6. Provides emotional support and feedback to clients.
7. Plans and conducts group educational sessions on topics related to family functioning.
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. Maintains related records and statistics and provides reports to the supervisor.
10. Performs other related duties as required.

Qualifications*Education and Knowledge*

Bachelor's degree 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: **Family Support Worker**

| FACTOR | REASON FOR CLASSIFICATION | DEGREE | POINTS |
|---------------------|--|--------|------------|
| 1 | Education and Knowledge – Requires a bachelor’s degree in Social Work, Psychology or a related field | 6 | 113 |
| 2 | Training and Experience – Requires 1 year recent related experience | 3 | 75 |
| 3 | Physical Demands – Work often involves very light physical exertion in performing tasks such as keyboarding and writing reports | 2 | 14 |
| 4 | Concentration – Often listens to clients to interpret client behaviour, define problems and provide appropriate support, guidance and problem solving | 6 | 50 |
| 5 | Independence – Guided by social work or psychology standards, applies accepted work methods in different ways to provide support, guidance and problem solving to clients with family functioning issues | 5 | 71 |
| 6 | Judgement – Applies analysis and interpretation of clients needs, problems, and risks and chooses an approach using conflict resolution, basic group counselling and psycho-educational group methods and techniques to address issues of family functioning | 5 | 71 |
| 7 | Leadership/Supervision – Little or no responsibility | 1 | 20 |
| 8 | Accountability – Work is evaluated for compliance to social work standards and has direct impact on family functioning; errors may result in substantial loss of time in terms of delay in progress of family functioning | 5 | 71 |
| 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 | 43 |
| 11 | Environment/Working Conditions – Sometimes exposed to moderately undesirable working conditions in the form of unpleasant dealings with clients who are uncooperative or have behavioural problems | 4 | 33 |
| Total Points | | | 629 |