



Community Social Services Joint Job Evaluation Plan Benchmarks and Benchmark Ratings

November 2016

COMMUNITY SOCIAL SERVICES JOINT JOB EVALUATION PLAN BENCHMARKS AND BENCHMARK RATINGS

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Benchmark Title **ACCOUNTANT – 14P**

Grid Level 14 – Paraprofessional Wage Grid

Job Summary Oversees the accounting function of the organization. Ensures accurate recording and reporting of financial information. Produces financial statements, analyzes financial information and provides advice on financial matters.

- Key Duties and Responsibilities**
1. Ensures financial recording accuracy and compliance with Generally Accepted Accounting Principles (GAAP) and established internal controls and procedures. Investigates and follows up to discuss, correct or report unusual or questionable entries or account balances.
 2. Codes, records and posts transactions in journals and the general ledger, including complex transactions such as lease, amortization and major asset acquisition.
 3. Analyzes, produces trial balances of, and reconciles balance sheet accounts; makes adjustments as necessary.
 4. Monitors and analyzes cash flow, expenditures, journal and ledger entries, bank statements, account activity and other accounting and financial records. Makes recommendation to management with respect to financial matters.
 5. Produces annual and/or monthly budgets and cash flow projections, financial statements and other financial reports required by senior management, board of directors, regulatory bodies and funders.
 6. Assigns work, provides direction to clerical staff and ensures that assigned tasks are completed.
 7. Prepares documentation for audit purposes; produces audit working papers as required.
 8. Makes recommendations with respect to the organization’s accounting practices and systems.
 9. Performs other related duties as required.

Qualifications *Education and Knowledge*
Professional accounting designation such as CPA.

Training and Experience
Three (3) years recent related experience.
Or an equivalent combination of education, training and experience.

**COMMUNITY SOCIAL SERVICES JOB EVALUATION PLAN
RATING RATIONALE**

BENCHMARK TITLE: Accountant

FACTOR	REASON FOR CLASSIFICATION	DEGREE	POINTS
1	Education and Knowledge – Requires professional accounting designation such as CPA	6	113
2	Training and Experience – Requires up to and including 3 years recent related experience	5	125
3	Physical Demands – Often confined to a sitting position at the desk/computer to perform a variety of accounting operations and produce documents	5	35
4	Concentration – Often focuses on financial statements and monitors budgets which requires a high degree of precision; often takes on a variety of related accounting/financial processes, procedures and tasks	5	42
5	Independence – Guided by accounting standards; applies accepted work methods to maintain the general ledger, resolve accounting problems and ensure compliance with GAAP requirements	5	71
6	Judgement – Apply structured study and analysis of accounting records to ensure accurate financial reporting and make recommendations to management regarding financial matters	5	71
7	Leadership/Supervision – Provides work direction to clerks/bookkeeper	3	60
8	Accountability – May result in significant effect on agency by making financial recommendations to management. Production of financial statements and budgets and provision of recommendation on financial matters have significant impact on the agency.	6	86
9	Communication – Communicates accounting and financial information to management to assist with decision making; makes recommendations with respect to accounting practices and systems	4	57
10	Care of Individuals – Little or no responsibility	1	10
11	Environment/Working Conditions – Often required to complete reports by target dates, according to accounting cycle sometimes prepares documents by critical deadlines with little advance notice	4	33
Total Points			703
Grid Level			14P

Benchmark Title **ACCOUNTING CLERK – 7**

Grid Level 7 – JJEP Wage Grid

Job Summary Performs a variety of clerical duties in support of the organization’s accounting function. Checks source documents, enters data into computerized accounting systems and maintains a variety of records.

- Key Duties and Responsibilities**
1. Checks source documents such as timesheets, invoices and expense claim forms for accuracy and completeness.
 2. Performs basic calculations from source documents such as the total number of hours worked from employees’ timesheets and the total amount owed to vendors from invoices.
 3. Inputs data from source documents into computerized accounting systems or spreadsheets.
 4. Files documents such as invoices, cheque requisitions and bills; maintains the filing system in accordance with established guidelines.
 5. Prints or types cheques for signing. Compares cheques to source documents to ensure accuracy. Distributes cheques to staff and vendors.
 6. Prints pre-defined reports from computerized accounting systems or spreadsheets.
 7. Processes petty cash transactions.
 8. Prepares and deposits cash receipts; maintains records.
 9. Performs other related duties as required.

Qualifications *Education and Knowledge*
Grade 12, plus related post-secondary courses.

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: Accounting Clerk

FACTOR	REASON FOR CLASSIFICATION	DEGREE	POINTS
1	Education and Knowledge – Requires Grade 12 plus related post-secondary courses – ability to understand basic mathematics	3	56
2	Training and Experience – Requires 1 year recent related experience	3	75
3	Physical Demands – Often performs production keyboarding to input data	5	35
4	Concentration – Often focuses on source documents for data entry and checking/verifying; tasks are straight forward and repetitive	4	33
5	Independence – Guided by specific procedures and instructions; changes the order of tasks in order to meet deadlines such as month-end or year-end reports	2	29
6	Judgement – Recognises anomalies in source documents and determine the priority of tasks to meet deadlines	3	43
7	Leadership/Supervision – Little or no responsibility	1	20
8	Accountability – Errors are detected and reported by others – minor costs to correct errors – may cause impact beyond own work area. Work, such as data entry and checking of source documents are controlled by monitoring accuracy and adherence to instructions; errors are quickly discernible and result in minor delay and expense to correct	2	29
9	Communication – Clarifies factual information regarding source documents with the appropriate persons; resolve discrepancies	2	29
10	Care of Individuals – Little or no responsibility	1	10
11	Environment/Working Conditions – Pace of work is not always controlled by the employee; sometimes faced with multiple demands/tasks with time pressure to complete job tasks such as data entry, printing and distributing cheques	4	33
Total Points			392
Grid Level			7

Benchmark Title **ACTIVITY WORKER – 8**

Grid Level 8 – JJEP Wage Grid

Job Summary Plans, organizes, implements, and evaluates community-based recreational, social and/or educational activities. Encourages and facilitates clients’ participation in activities.

- Key Duties and Responsibilities**
1. Plans, organizes, implements, and evaluates community-based recreational, social and/or educational activities to meet clients’ needs.
 2. Encourages and facilitates clients’ participation in activities; provides guidance and instructions.
 3. Monitors and observes clients’ behaviour. Report problems to the supervisor.
 4. Provides skill-building to clients such as life skills and social skills; models appropriate behaviour.
 5. Ensures the safety of clients. Responds to emergencies in accordance with established policies and guidelines.
 6. Participates in the development of individual activity plans.
 7. Accompanies and/or transports clients to activities.
 8. Administers medication as required in accordance with established guidelines, procedures and instructions.
 9. Maintains related records and statistics and produces reports as required.
 10. Maintains liaison with clients’ families, other community service providers and professionals.
 11. Performs other related duties as required.

Qualifications *Education and Knowledge*

Certificate in a related human/social service field or recreation course.

Training and Experience

Six (6) months recent related experience.

Or an equivalent combination of education, training and experience.

**COMMUNITY SOCIAL SERVICES JOB EVALUATION PLAN
RATING RATIONALE**

BENCHMARK TITLE: Activity Worker

FACTOR	REASON FOR CLASSIFICATION	DEGREE	POINTS
1	Education and Knowledge – Requires completion of a certificate program in a related Human Service Field or recreation courses	3	56
2	Training and Experience – Requires up to and including 6 months recent related experience	2	50
3	Physical Demands – Almost always participates in recreational/social/educational activities with clients involving moderate physical exertion	5	35
4	Concentration – Almost always required to observe, listen and respond to client inquiries that are straightforward and repetitive	5	42
5	Independence – Guided by specific procedures; selects a course of action to complete assignments using previous instructions to plan and implement recreational, social, and/or educational activities and reports client progress	3	43
6	Judgement – Assesses client progress and chooses an approach using accepted procedures and techniques to plan and implement client activities	4	57
7	Leadership/Supervision – Little or no responsibility	1	20
8	Accountability – Work has direct impact on service provided to client	3	43
9	Communication – Facilitates and encourage client participation in activities; clients are normally co-operative	4	57
10	Care of Individuals – Work involves observing and monitoring clients' movements, ensuring the well-being and safety of clients and providing skill-building to clients	3	30
11	Environment/Working Conditions – Pace of work is not always controlled by the employee; there is often multiple demands with time pressure to finish specific job tasks such as administering medication	5	42
Total Points			475
Grid Level			8

Benchmark Title	ADDICTIONS COUNSELLOR – 14P
Grid Level	14 – Paraprofessional Wage Grid
Job Summary	Provides prevention, assessment, referral, counselling and follow-up services to individuals and family members affected by abuse of alcohol, drugs and gambling.
Key Duties and Responsibilities	<ol style="list-style-type: none"> 1. Conducts comprehensive assessments, develops treatment plans and makes referrals to other programs or agencies as required. 2. Provides individual, family and group counselling using therapeutic techniques drawn from theoretical frameworks such as family systems, solutions-focused, narrative and psychodynamic group work. 3. Assists clients to live without depending on addictive substances and activities. Teaches and assists clients in developing life skills and community survival skills. Engages clients in acceptable recreational and social activities in the community. 4. Develops and facilitates support groups for clients and/or their families as required. 5. Reviews and evaluates client's progress and makes adjustments to treatment plans as required. Provides feedback and support to clients and/or their families. 6. Develops and provides prevention and education activities in the community such as workshops, as required. 7. Maintains liaison with other agencies, professionals, ministries and the community. 8. Maintains client records and provides statistics and reports as required. 9. Performs other related duties as required.
Qualifications	<p><i>Education and Knowledge</i></p> <p>Bachelor's degree in a related human / social service field.</p> <p><i>Training and Experience</i></p> <p>Two (2) years recent related experience, including training or experience in addictions work.</p> <p>Or an equivalent combination of education, training and experience.</p>

COMMUNITY SOCIAL SERVICES JOB EVALUATION PLAN RATING RATIONALE

BENCHMARK TITLE: Addictions Counsellor

FACTOR	REASON FOR CLASSIFICATION	DEGREE	POINTS
1	Education and Knowledge – Requires a Bachelor's degree	6	113
2	Training and Experience – Requires 2 years recent related experience including training or experience in addictions work	4	100
3	Physical Demands – Often involves very light physical exertion in writing reports	2	14
4	Concentration – Often listens to clients to interpret client needs and behaviour; often requires a very high level of mental demands to define problems and develop treatment plans	6	50
5	Independence – Guided by addictions counselling standards, develops treatment plan, provides counselling using therapeutic techniques and evaluates progress	5	71
6	Judgement – Reviews and evaluates clients' progress and modifies treatment plans and counselling techniques to move towards treatment goals	6	86
7	Leadership/Supervision – Little or no responsibility	1	20
8	Accountability – Work is evaluated for compliance to addictions counselling standards – work has direct impact on client service; errors may result in substantial loss of time in terms of delay in client progress	5	71
9	Communication – Provides therapeutic counselling to clients who do not normally co-operate	6	86
10	Care of Individuals – Work involves individual, group and family counselling using therapeutic techniques	5	50
11	Environment/Working Conditions – Often exposed to moderately undesirable working conditions in the form of dealings with clients who are uncooperative and/or have behavioural issues.	5	42
Total Points			703
Grid Level			14P

Benchmark Title **ADMINISTRATIVE ASSISTANT 1 – 5**

Grid Level 5 – JJEP Wage Grid

Job Summary Provides a variety of reception and general clerical assistance in an office. Maintains various records, files and related filing systems.

- Key Duties and Responsibilities**
1. Greets clients/suppliers/visitors to the organization in a professional and friendly manner.
 2. Answers phone and/or in person inquiries and routes to appropriate staff members if required. Responds to routine queries with regard to the organization and services provided.
 3. Assists with client intake by obtaining basic information, assisting in completing forms, and booking appointments with staff in accordance with established guidelines.
 4. Sorts and distributes incoming mail and processes outgoing mail/deliveries.
 5. Distributes & posts printed information for clients, families, staff & others.
 6. Performs basic data entry functions such as inputting information into databases and contact lists; Maintains and updates filing, inventory, mailing lists, registers and/or other records either manually or using a computer.
 7. Performs general word processing and typing from rough draft or general instruction, including correspondence, reports, forms and documents.
 8. Operates a variety of office equipment such as computers, printers, copiers, facsimile equipment, multi-line switchboard and postage meter.
 9. Reviews files, records, and other documents to obtain basic information to respond to requests.
 10. Handles simple cash transactions such as collecting payments, issuing receipts, and maintaining petty cash in accordance with established guidelines.
 11. Ensures that office, meeting room, kitchen and other areas are maintained in a clean and tidy manner.
 12. Takes inventory, orders and receives materials, supplies, and services.
 13. Maintains meeting room bookings within the office.
 14. Delivers messages and runs errands.
 15. Performs other related duties as required.

Qualifications *Education and Knowledge*

Grade 12.

Training and Experience

Six (6) months recent related experience,

Or an equivalent combination of education, training and experience.

**COMMUNITY SOCIAL SERVICES JOB EVALUATION PLAN
RATING RATIONALE**

BENCHMARK TITLE: Administrative Assistant 1

FACTOR	REASON FOR CLASSIFICATION	DEGREE	POINTS
1	Education and Knowledge – Requires Grade 12	2	38
2	Training and Experience – Requires up to and including 6 months recent related experience	2	50
3	Physical Demands – Sometimes confined to a sitting position at the desk or computer to answer telephone, type correspondence, produce reports and enter data	4	28
4	Concentration – Often listens to and responds to enquiries	4	33
5	Independence – Performs several assigned functions and changes the order of completion to respond to immediate demands	2	29
6	Judgement – Judgement required to recognize differences in client or staff requests or inquiries and change the priority of tasks accordingly	3	43
7	Leadership/Supervision – Little or no responsibility	1	20
8	Accountability – Errors may result in minor confusion such as wrong person contacted, data entry errors or errors in correspondence which are quickly discernible and result in minimal delay or expense to correct	2	29
9	Communication – Clarifies factual information with callers	2	29
10	Care of Individuals – Little or no responsibility	1	10
11	Environment/Working Conditions – Sometimes faced with multiple demands with time pressures to finish specific job tasks such as balance schedules, deal with interruptions, manage competing deadlines	4	33
Total Points			342
Grid Level			5

Benchmark Title **ADMINISTRATIVE ASSISTANT 2 – 7**

Grid Level 7 – JJEP Wage Grid

Job Summary Provides a variety of reception and clerical assistance in an office; prepares correspondence, reports and other documents; maintains a variety of financial and other records, files and related filing systems.

- Key Duties and Responsibilities**
1. Provides secretarial clerical and administrative support to management and other staff: Arranges meetings, schedules appointments and makes travel arrangements; books rooms for meetings. Prepares agendas and takes minutes at meetings as required.
 2. Performs word processing, data input and typing support to prepare correspondence, meeting minutes, forms, client information, thank you and appointment letters and internal memoranda.
 3. Answers phone and in person inquiries and routes to appropriate staff members if required; Replies to general information requests accurately and in a timely manner.
 4. Prepares meeting agendas and supporting material for distribution.
 5. Performs data entry functions such as inputting information into databases and contact lists; Maintains and updates filing, inventory, mailing lists, registers and/or other records either manually or using a computer
 6. Uses desktop software applications to generate spreadsheets, reports and other documents as required; Compiles data and produces reports and statistics as required; undertakes basic analysis and identifies key findings
 7. Coordinates the maintenance of office equipment
 8. Prepares meeting agendas and supporting material for distribution.
 9. Maintains a variety of financial records such as petty cash fund, purchase orders and cheque requisitions.
 10. Performs other support duties related to program areas such as providing information to clients or visitors, assisting with intake and client/applicant tracking, checking program requirement documentation for accuracy and completeness.
 11. Orders supplies; negotiates price as required.
 12. Performs other duties as assigned

Qualifications *Education and Knowledge*

Grade 12, plus related post-secondary courses in secretarial training or office procedures.

Training and Experience

One (1) year recent related experience.

Or an equivalent combination of education, training & experience.

**COMMUNITY SOCIAL SERVICES JOB EVALUATION PLAN
RATING RATIONALE**

BENCHMARK TITLE: Administrative Assistant 2

FACTOR	REASON FOR CLASSIFICATION	DEGREE	POINTS
1	Education and Knowledge – Requires Grade 12 plus post-secondary courses in secretarial training or office procedures	3	56
2	Training and Experience – Requires up to 1 year recent related experience	3	75
3	Physical Demands – Often performs production keyboarding to type correspondence, produce reports and enter data	5	35
4	Concentration – Often focuses on source documents for word processing and data entry	4	33
5	Independence – Guided by specific procedures, selects amongst courses of action to complete assignments using previous instruction to provide secretarial support such as draft routine correspondence, arrange meetings and travel and maintain the organization’s filing system	3	43
6	Judgement – Judgement required to recognize known differences in client or staff request or inquiries and determine the priority of tasks to provide secretarial support such as draft routine correspondence, arrange meetings and travel and maintain the organization’s filing system	3	43
7	Leadership/Supervision – Little or no responsibility	1	20
8	Accountability – Errors may result in minor confusion, which is quickly discernible and results in minimal delay or expense to correct such as contacting the wrong person or a wrong meeting time	2	29
9	Communication – Clarifies factual information and settles requests when booking meetings or making travel arrangements	2	29
10	Care of Individuals – Little or no responsibility	1	10
11	Environment/Working Conditions – Sometimes faced with multiple demands with time pressures to finish specific job tasks such as balancing schedules, dealing with interruptions and managing competing deadlines	4	33
Total Points			406
Grid Level			7

Benchmark Title **ADMINISTRATIVE ASSISTANT 3 – 10**

Grid Level 10 – JJEJ Wage Grid

Job Summary Provides a variety of administrative and clerical assistance in an office; prepares correspondence, reports and other documents; maintains a variety of financial and other records, files and related filing systems.

- Key Duties and Responsibilities**
1. Screens and prioritizes incoming correspondence and other materials for staff members.
 2. Tracks office or program expenditures by recording expenses and alerting the supervisor to budget overruns and unusual expenses. Maintains a variety of financial records such as petty cash fund, purchase orders and cheque requisitions.
 3. Collects, researches, organizes and summarizes data from a variety of sources and produces reports; Performs analysis of reported information; Keeps supervisor informed of problem areas or emerging trends and briefs them on any issues, concerns, matters and meetings.
 4. Maintains client and program information using spreadsheet and/or database software.
 5. Produces ad hoc reports from databases as required by the supervisor by identifying and organizing the required information, compiling data, designing format, and printing reports.
 6. Responds to outside inquiries about services offered by the organization.
 7. Communicates with other community service agencies and/or ministries regarding client enrolment in and attendance at programs.
 8. Orients, monitors, and provides work direction to volunteers and/or practicum students.
 9. Provides word processing, data input and typing support such as correspondence, meeting minutes, forms and client information; drafts routine correspondence such as thank you letters, client appointment letters and internal memoranda.
 10. Assists in coordinating and completion of projects
 11. Arranges meetings, schedules appointments and makes travel arrangements; books rooms for meetings. Prepares agendas and takes minutes at meetings as required.
 12. Performs other related duties as required.

Qualifications *Education and Knowledge*

Grade 12, plus completion of a program of up to one (1) year in business or office administration training.

Training and Experience

Three (3) years recent related experience.

Or an equivalent combination of education, training and experience

**COMMUNITY SOCIAL SERVICES JOB EVALUATION PLAN
RATING RATIONALE**

BENCHMARK TITLE: Administrative Assistant 3

FACTOR	REASON FOR CLASSIFICATION	DEGREE	POINTS
1	Education and Knowledge – Requires grade 12 plus post secondary courses in secretarial training or office administration	3	56
2	Training and Experience – Requires 3 years recent related experience	5	125
3	Physical Demands – Often performs production keyboarding to type correspondence, produce reports and enter data	5	35
4	Concentration – Often focuses on source documents for word processing and data entry; tasks are straightforward and repetitive	4	33
5	Independence – Work is guided by general procedures and instructions to complete assignments such as tracking office expenses, researching and producing reports	4	57
6	Judgement – Assesses reporting requirements and chooses an approach using accepted data collection, research and database techniques to produce ad hoc reports	4	57
7	Leadership/Supervision – Provides indirect supervision of volunteers and practicum students by providing work direction and monitoring	2	40
8	Accountability – Errors in tracking office expenses, producing reports require some examination to reveal errors which result in rework involving loss of one's or others time and limited financial loss	3	43
9	Communication – May be required to explain and interpret information contained in reports and responds to outside inquiries about services offered by the organization	3	43
10	Care of Individuals – Little or no responsibility	1	10
11	Environment/Working Conditions – Often faced with time pressure to complete reports and other job tasks	4	33
Total Points			532
Grid Level			10

Benchmark Title **ADMINISTRATIVE ASSISTANT 4 – 12**

Grid Level 12 – JJEP Wage Grid

Job Summary Supervises clerical staff and participates in their recruitment and selection. Participates in the coordination of administrative and clerical work in an office. Performs a variety of administrative and secretarial duties as required.

- Key Duties and Responsibilities**
1. Assigns work, provides direction to clerical staff and ensures that assigned tasks are completed. Ensures effective and appropriate clerical staff coverage.
 2. Orients and trains clerical staff.
 3. Monitors the performance of staff. Provides feedback on their performance and conducts performance evaluation.
 4. Participates in the recruitment and selection of clerical staff by performing duties such as advertising vacancies, screening resumes, interviewing applicants and providing input on selection.
 5. Evaluates, develops and recommends office procedures and practices to senior management. Ensures that approved office policies, practices and procedures are understood and followed.
 6. Responds to outside inquiries about services offered by the organization. Communicates with other community service agencies and/or ministries regarding client enrolment in and attendance at programs.
 7. Performs a variety of secretarial duties such as drafting and typing routine correspondence, arranging meetings and taking minutes.
 8. Tracks office or program expenditures by recording expenses, alerting the supervisor to budget overruns and unusual expenses and authorizing purchases. Maintains a variety of financial records such as petty cash fund, purchase orders and cheque requisitions. Provides input into budget formulation.
 9. Collects, researches, organizes and summarizes data from a variety of sources and produces reports such as program status and board reports.
 10. Maintains client and program information using spreadsheet and/or database software.
 11. Produces ad hoc reports from databases as required by the supervisor by identifying and organizing the required information, compiling data, designing format, and printing reports.
 12. Performs other related duties as required.

Qualifications *Education and Knowledge*

Grade 12, plus completion of a program of up to one (1) year certification in business or office administration.

Training and Experience

Four (4) years recent related experience, including one (1) year supervisory experience.

Or an equivalent combination of education, training and experience.

**COMMUNITY SOCIAL SERVICES JOB EVALUATION PLAN
RATING RATIONALE**

BENCHMARK TITLE: Administrative Assistant 4

FACTOR	REASON FOR CLASSIFICATION	DEGREE	POINTS
1	Education and Knowledge – Requires grade 12 plus post-secondary courses in secretarial training or office administration	3	56
2	Training and Experience – Requires 4 years recent related experience including 1 year of supervisory experience	6	150
3	Physical Demands – Once in a while performs production keyboarding and typing in drafting routine correspondence	3	21
4	Concentration – Sometimes focus on financial documents to track expenditures where the need for precision is high; required to adapt to a variety of related office processes	4	33
5	Independence – Guided by general procedures or instructions, selects alternative courses of action in supervising office operations and staff and developing and recommending office procedures	4	57
6	Judgement – Assesses administrative support requirements and chooses an approach using a combination of accepted techniques to develop and implement administrative procedures, and coordinate administrative work in the office	4	57
7	Leadership/Supervision – Direct supervision of other employees including input into hiring and performance appraisal organising work assignments and maintaining department standards and procedures	4	80
8	Accountability – Work has direct impact on administrative service productivity of other employees and may affect aspects of program delivery	5	71
9	Communication – Facilitates joint effort of other employees by providing work direction, organizing and communicating work assignments in administrative area	4	57
10	Care of Individuals - :Little or no responsibility	1	10
11	Environment/Working Conditions – Sometimes faced with time pressures to complete job tasks	3	25
Total Points			617
Grid Level			12

Benchmark Title **ADULT, YOUTH AND/OR CHILD COUNSELLOR – 14P**

Grid Level 14 – Paraprofessional Wage Grid

Job Summary Assesses client problems. Develops and implements counselling plans for individuals, groups and families. Plans and conducts individual and/or group counselling sessions using a variety of therapeutic counselling techniques. Provides skill building in problem areas. Provides case management services.

- Key Duties and Responsibilities**
1. Gathers information relevant to clients' problems by interviewing, observing behaviour, meeting with caregivers and service providers and using a variety of inventories, checklists and questionnaires. Conducts structured analyses of the information gathered to provide an assessment of client's problems.
 2. Develops and implements counselling plans and intervention using a variety of therapeutic counselling techniques drawn from theoretical frameworks such as family systems, solution-focused, narrative, psycho-dynamic group work, and advanced group counselling techniques to resolve the assessed problems.
 3. Monitors client's progress and provides follow-up planning.
 4. Evaluates the effectiveness of counselling plans, reports clients' progress, and discusses case management and related concerns with therapists, social workers, peers or other professionals.
 5. Provides case management services and consultation to other service providers. Provides information on and refers clients to other community service providers, resources or professionals as required.
 6. Provides skill building in areas of parenting skills, anger management or self-management techniques.
 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 or school personnel as required.
 9. Performs other related duties as required.

Qualifications *Education and Knowledge*
Bachelor's degree in a related human / social service field.

Training and Experience

Two (2) years 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 Counsellor

FACTOR	REASON FOR CLASSIFICATION	DEGREE	POINTS
1	Education and Knowledge –Requires a bachelor’s degree in a related human/social service field	6	113
2	Training and Experience – Requires 2 years recent related experience	4	100
3	Physical Demands – Often involves very light physical exertion in writing reports	2	14
4	Concentration – Often listens to patients to interpret client needs and behaviour; often requires a very high degree of mental demands to define problems and develop treatment plan	6	50
5	Independence – Guided by social work standards, develops and implements direct intervention and evaluates effectiveness	5	71
6	Judgement – Reviews and evaluates clients’ progress and modify treatment plans and counselling techniques to move towards treatment goals	6	86
7	Leadership/Supervision – Little or no responsibility	1	20
8	Accountability – Work is evaluated for compliance to social work standards; considerable loss of time can be caused by work methods	5	71
9	Communication – Counsels clients requiring advanced techniques	6	86
10	Care of Individuals – Work involves conducting group therapy programs and providing interventions	5	50
11	Environment/Working Conditions – Often involves unpleasant dealings with upset, angry, demanding or unpredictable people	5	42
Total Points			703
Grid Level			14P

Benchmark Title **ADULT, YOUTH AND/OR CHILD WORKER – 11**

Grid Level 11 – JJEP Wage Grid

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
Grid Level			11

Benchmark Title **ASLEEP RESIDENTIAL NIGHT WORKER – 5**

Grid Level 5 – JJEP Wage Grid

Job Summary Sleeps through the night, waking only to attend to unusual circumstances. Provides assistance with morning and evening routines.

- Key Duties and Responsibilities**
1. Sleeps through the night hours but is required to wake in order to attend to unusual night-time needs that arise with the residents.
 2. Supports residents with their morning and evening routine such as washing, brushing teeth, combing hair and assisting the residents in the preparation of their breakfast.
 3. Administers medication to residents in accordance with established policy.
 4. Responds to emergencies in accordance with established policies and procedures.
 5. Completes related records such as log books, charts and incident reports.
 6. Secures the building by arming alarms and locking doors and windows.
 7. Performs other related duties as required.

Qualifications *Education and Knowledge*

Grade 12

Training and Experience

Three (3) months recent related experience.

Or an equivalent combination of education, training and experience.

**COMMUNITY SOCIAL SERVICES JOB EVALUATION PLAN
RATING RATIONALE**

BENCHMARK TITLE: Asleep Residential Night Worker

FACTOR	REASON FOR CLASSIFICATION	DEGREE	POINTS
1	Education and Knowledge – Requires completion of Grade 12	2	38
2	Training and Experience – Requires up to 3 months recent related experience	2	50
3	Physical Demands – Once in a while required to exercise moderate physical exertion and handling to assist residents with morning and evening routines	3	21
4	Concentration – Once in a while listens to and responds to inquiries of residents	2	17
5	Independence – Guided by known job tasks, may make minor changes to residents' morning and evening routines	1	14
6	Judgement – Selects a known action to attend to night time needs of residents, and assist residents with their routines	2	29
7	Leadership/Supervision – Little or no responsibility	1	20
8	Accountability – Errors are quickly discernible when assisting with morning and evening routines	2	29
9	Communication – Clarifies factual information with residents to settle requests and handle emergencies	2	29
10	Care of Individuals – Work involves caring for clients' medical and behavioural needs, administering regulated medication and preparing breakfast	4	40
11	Environment/Working Conditions – Sometimes exposed to some undesirable working conditions in the form of unpleasant dealings with uncooperative or demanding clients and assisting clients with washing and grooming	3	25
Total Points			312
Grid Level			5

Benchmark Title	AWAKE RESIDENTIAL NIGHT WORKER – 6
Grid Level	6 – JJEP Wage Grid
Job Summary	Monitors and attends to the well being and safety of residents during the night. Maintains a comfortable and clean living environment.
Key Duties and Responsibilities	<ol style="list-style-type: none"> 1. Monitors residents through the night and attends to any medical and behavioural needs that arise during the night. 2. Follow through on direction regarding specific residents left by the day staff. 3. Notifies staff of any major problems or emergencies. Responds to emergencies in accordance with established policies and procedures. 4. Supports residents with their morning and evening routines at the beginning and end of the shift. 5. Ensures that residents follow house rules. Monitors curfew regulations and reports to appropriate authorities as required. 6. Administers medications to residents in accordance with established policy. 7. Ensures that logbooks and other documentation such as charts and incident reports are complete. 8. Performs light housekeeping duties such as vacuuming, dusting, emptying garbage, cleaning and laundry. Performs minor building maintenance such as changing light bulbs. Reports maintenance needs to the supervisor. 9. Secures the building by arming alarms and locking doors and windows. 10. Prepares and assists residents in breakfast preparation. 11. Performs other related duties as required.
Qualifications	<p><i>Education and Knowledge</i></p> <p>Grade 12.</p> <p><i>Training and Experience</i></p> <p>Six (6) months recent related experience.</p> <p>Or an equivalent combination of education, training and experience.</p>

COMMUNITY SOCIAL SERVICES JOB EVALUATION PLAN RATING RATIONALE

BENCHMARK TITLE: Awake Residential Night Worker

FACTOR	REASON FOR CLASSIFICATION	DEGREE	POINTS
1	Education and Knowledge – Requires completion of Grade12	2	38
2	Training and Experience – Requires up to 6 months recent related experience	2	50
3	Physical Demands – Often kneel, bend, crouch or stretch to perform housekeeping duties and minor building maintenance and support residents routines	4	28
4	Concentration – Sometimes listens and responds to inquiries of residents	3	25
5	Independence – Guided by specific instructions, change the order of completion to meet the immediate requests of residents while completing scheduled maintenance and housekeeping tasks	2	29
6	Judgement – Recognises known differences and determines the priority of tasks to respond to medical and behavioural needs in a variety of situations	3	43
7	Leadership/Supervision – Little or no responsibility	1	20
8	Accountability – Errors are quickly discernible when assisting with morning and evening routine	2	29
9	Communication – Provides explanation to staff of major problems or emergencies	3	43
10	Care of Individuals – Work involves caring for clients medical and behavioural needs, administering regulated medications and preparing breakfast	4	40
11	Environment/Working Conditions – Often exposed to some undesirable working conditions in the form of unpleasant dealings with uncooperative or demanding clients and in performing light housekeeping duties	4	33
Total Points			378
Grid Level			6

Benchmark Title **BEHAVIOUR CONSULTANT – 16P**

Grid Level 16P – Paraprofessional Wage Grid

Job Summary Develops, implements and maintains behavioural intervention strategies and programs for clients and provides training to caregivers to facilitate successful living in the community.

- Key Duties and Responsibilities**
1. Identifies, assesses and monitors clients' needs in conjunction with caregivers and/or other service providers.
 2. Develops, implements and maintains individual behavioural intervention strategies and programs to allow clients to more fully and actively participate in community life. Applies psychological theories and principles and behavioural analysis techniques regarding behaviour and mental processes such as learning, memory, perception and language developments.
 3. Identifies crisis situations and implements interventions to deal with such episodes.
 4. Counsels individuals and groups to achieve more effective personal, social and vocational development.
 5. Provides training to caregivers and others to implement individualized plans for clients.
 6. Develops written plans, which include needs identification, goals, tasks and timeframes with regard to client programs, in conjunction with caregivers and/or other service providers.
 7. Keeps current on literature and research in the field. Provides up-to-date best practice information.
 8. Maintains related records and prepares reports.
 9. Performs other related duties as required.

Qualifications *Education and Knowledge*

Master's degree in Counselling Psychology or a related field.

Training and Experience

Two (2) years recent related experience.

Or an equivalent combination of education, training and experience.

COMMUNITY SOCIAL SERVICES JOB EVALUATION PLAN RATING RATIONALE

BENCHMARK TITLE: Behaviour Consultant

FACTOR	REASON FOR CLASSIFICATION	DEGREE	POINTS
1	Education and Knowledge – Requires a Master’s Degree in Psychology or a related field	7	131
2	Training and Experience – Requires 2 years recent related experience	4	100
3	Physical Demands – Often involves very light physical exertion in writing reports	2	14
4	Concentration – Often listens to patients to interpret client needs and behaviour; often requires a very high level of mental demand to define problems and develop treatment plans	6	50
5	Independence – Guided by counselling psychology standards; develop, implement and maintain clinical behaviour intervention strategies and programs.	6	86
6	Judgement – Modifies intervention techniques in accordance with clients’ needs and progress applies psychological theories and principles and behavioural analysis techniques re behaviour and mental processes such as learning, memory, perception and language development.	6	86
7	Leadership/Supervision – Provides training to caregivers requiring judgement and interpretation of client plans	4	80
8	Accountability – Work is evaluated for compliance to counselling psychology standards; work has direct impact on client services; errors may result in substantial loss of time in terms of delay in clients’ progress	5	71
9	Communication – Provides clinical counselling to clients with behavioural problems	6	86
10	Care of Individuals – Work involves providing clinical counselling	5	50
11	Environment/Working Conditions – Often exposed to moderately undesirable working conditions in the form of unpleasant dealings with clients with behavioural problems	5	42
Total Points			796
Grid Level			16P

Benchmark Title **BOOKKEEPER – 10**

Grid Level 10 – JJEP Wage Grid

Job Summary Performs bookkeeping duties such as coding, recording, posting and processing day-to-day transactions. Processes one or more of accounts receivable, accounts payable and payroll. Maintains and updates accounting records.

- Key Duties and Responsibilities**
1. Codes source documents such as invoices and receipts to the appropriate accounts.
 2. Maintains and updates accounting records by performing duties such as recording and posting transactions in journals and the general ledger for accounts payable, accounts receivable and payroll.
 3. Prepares and issues invoices and follows up on late accounts in accordance with established procedures. Pays approved invoices.
 4. Maintains bank account records; reconciles bank accounts and balances chequebooks.
 5. Prepares various accounting summaries and reports. Compiles, maintains and produces statistics and reports of such records as seniority lists, vacation entitlement, and sick leave and overtime banks.
 6. Submits forms to health and welfare benefit carriers to arrange for, change and terminate coverage for employees. Assists employees in submitting claim forms. Maintains records of benefit enrolment.
 7. Responds to inquiries and requests regarding payroll, benefits and other bookkeeping duties. Follows up to resolve errors and discrepancies in accordance with established procedures.
 8. Assists the accountant or financial manager in the preparation for audit and the production of financial statements, budgets and other financial reports by performing such duties as providing related documentation, preparing various accounting summaries and reports, and compiling statistics.
 9. Performs other related duties as required.

Qualifications *Education and Knowledge*

Grade 12, plus post secondary courses of up to two (2) years in areas such as bookkeeping, payroll or office procedures.

Training and Experience

Two (2) years recent related experience.

Or an equivalent combination of education, training and experience.

**COMMUNITY SOCIAL SERVICES JOB EVALUATION PLAN
RATING RATIONALE**

BENCHMARK TITLE: Bookkeeper

FACTOR	REASON FOR CLASSIFICATION	DEGREE	POINTS
1	Education and Knowledge – Requires completion of Grade 12, plus post secondary courses of up to 2 years in areas such as bookkeeping, payroll or office procedures	4	75
2	Training and Experience – Requires up to 2 years recent related experience	4	100
3	Physical Demands – Often performs production keyboarding to perform various bookkeeping operations, enter data and produce documents	5	35
4	Concentration – Often focus on financial summaries and reports which require a high degree of precision; often takes on a variety of related bookkeeping processes, procedures and tasks	5	42
5	Independence – Guided by general procedures stating the limits of the work to be performed requires the flexibility of choosing from alternative courses of action to complete assignments such as processing accounts payable and payroll	4	57
6	Judgement – Assess financial data and choose an approach using accepted accounting methods and internal procedures to reconcile bank accounts, determine budget codes and resolve invoice discrepancies	4	57
7	Leadership/Supervision – Little or no responsibility	1	20
8	Accountability – Resolves errors and discrepancies and responds to inquiries. Work has impact on financial services of the agency; errors may interrupt work flow, timing of payment and compliance with accounting cycle deadlines and result in moderate loss of time and financial resources	4	57
9	Communication – Responds to inquiries and requests by explaining financial records, procedures and process	3	43
10	Care of Individuals – Little or no responsibility	1	10
11	Environment/Working Conditions – Often faced with time pressure to complete bookkeeping tasks	4	33
Total Points			529
Grid Level			10

Benchmark Title **BUILDING MAINTENANCE WORKER – 10**

Grid Level 10 – JJEK Wage Grid

Job Summary Performs maintenance & repairs related to buildings, grounds and equipment, in one or more areas such as electrical, plumbing, painting and grounds-keeping.

- Key Duties and Responsibilities**
1. Establishes, monitors, and carries out preventative maintenance procedures and schedules for buildings, equipment and grounds. Ensures building and equipment meet all safety, security and fire regulations and policies. Makes recommendations for major repairs and purchases to supervisor.
 2. Performs carpentry, electrical, painting, mechanical and plumbing maintenance and repairs such as repairing furniture, constructing shelves, installing switches, replacing plugs and other basic appliance repairs, applying paint and other finishes, repairing drywall, disassembling and reassembling equipment, replacing sinks and toilets and applying finishing material such as linoleum.
 3. Monitors work performed by contractors, prepares estimates of labour and material costs, contacts external contractors and trades people to obtain quotes and arranges for major repairs and maintenance work.
 4. Collects and removes garbage and recyclable materials and ensures the safe disposal of hazardous waste.
 5. Cleans external areas such as entranceways, sidewalks and parking lots using manual and power brooms, rakes, shovels and other equipment to remove dirt, leaves, snow and other refuse. Performs minor gardening and lawn maintenance tasks such as mowing, weeding, pruning and watering.
 6. Completes and maintains related records such as maintenance logs and security incident reports.
 7. Transports equipment, furniture and supplies manually and/or using aides such as dollies and carts. Operates a motor vehicle to pick up and move goods and supplies. Arranges furniture for special events.
 8. Performs other related duties as required.

Qualifications *Education and Knowledge*

Grade 10, plus related vocational training such as a building maintenance course.

Training and Experience

Two (2) years recent related experience.

Or an equivalent combination of education, training and experience.

**COMMUNITY SOCIAL SERVICES JOB EVALUATION PLAN
RATING RATIONALE**

BENCHMARK TITLE: Building Maintenance Worker

FACTOR	REASON FOR CLASSIFICATION	DEGREE	POINTS
1	Education and Knowledge – Requires grade 10 plus related vocational training such as building maintenance course	2	38
2	Training and Experience – Requires 2 years recent related experience	4	100
3	Physical Demands – Often pushes, pulls, lifts or carries heavy weights	6	42
4	Concentration – Often conducts inspections, sometimes performs detailed craft work	4	33
5	Independence – Guided by general procedures or instructions, uses past practice or previous instruction to perform maintenance and repairs and establish preventive maintenance plans and schedules	4	57
6	Judgement – Assess maintenance and repair requirements and choose an approach using accepted procedures, techniques, and equipment to perform maintenance and repairs	4	57
7	Leadership/Supervision – Work involves monitoring the work of contractors	2	40
8	Accountability – – Errors in maintenance and repairs may impact work flow, create rework or cause limited waste of resources	3	43
9	Communication – Facilitates joint effort in arranging repairs and monitoring work of contractors	4	57
10	Care of Individuals – Little or no responsibility	1	10
11	Environment/Working Conditions – Often exposed to highly undesirable working conditions including chemicals such as paint, stains, cleaning agents and glue when performing basic painting, plumbing and carpentry work; requires specific safety precautions to mitigate risk of injury	6	50
Total Points			527
Grid Level			10

Benchmark Title	CHILD AND YOUTH TRANSITION HOUSE WORKER – 8
Grid Level	8 – JJEJ Wage Grid
Job Summary	Monitors and conducts recreational activities with children or youth. Provides emotional support and feedback.
Key Duties and Responsibilities	<ol style="list-style-type: none"> 1. Monitors and ensures the safety and comfort of children or youths. Reports any problems to the supervisor and responds to emergencies in accordance with established guidelines. 2. Plans, conducts and encourages children's or youths' participation in recreational activities such as craft projects and games. Prepares and sets up equipment or materials for the activities as required. 3. Provides emotional support and feedback to children and youths to help them deal with the effects of witnessing domestic violence. 4. Provides parenting support to mothers and models effective parenting skills. Provides information on and assistance in accessing community services and resources as appropriate. 5. Accompanies and/or transports children or youths to activities. 6. Maintains related records and statistics and produces reports as required. 7. Performs other related duties as required.
Qualifications	<p><i>Education and Knowledge</i></p> <p>Grade 12 plus post secondary training in child care or a related field of up to one (1) year.</p> <p><i>Training and Experience</i></p> <p>Six (6) months recent related experience.</p> <p>Or an equivalent combination of education, training and experience.</p>

**COMMUNITY SOCIAL SERVICES JOB EVALUATION PLAN
RATING RATIONALE**

BENCHMARK TITLE: Child and Youth Transition House Worker

FACTOR	REASON FOR CLASSIFICATION	DEGREE	POINTS
1	Education and Knowledge – Requires Grade 12 plus post secondary training in child care or a related field	3	56
2	Training and Experience – Requires 6 months recent related experience	2	50
3	Physical Demands – Often involves light physical exertion in conducting recreational activities such as crafts and games	4	28
4	Concentration – Monitors and observes children almost continuously involving a moderate level of vigilance and attentiveness	5	42
5	Independence – Guided by specific procedures and previous instructions; conducts recreational activities with children and youth	3	43
6	Judgement – Judgement required to assess children’s and parents’ needs in order to provide parenting support and model effective parenting skills	4	57
7	Leadership/Supervision – Little or no responsibility	1	20
8	Accountability – Work has direct impact on the service and limited safety impact	3	43
9	Communication – Facilitates the participation of children in activities. Facilitates the participation of parents in parenting skills development	4	57
10	Care of Individuals – Work involves providing emotional support, to clients	4	40
11	Environment/Working Conditions – Sometimes exposed to moderately undesirable working conditions in the form of dealings with upset, angry or demanding clients	4	33
Total Points			469
Grid Level			8

Benchmark Title **CHILD CARE RESOURCE AND REFERRAL WORKER – 11**

Grid Level 11 – JJEP Wage Grid

Job Summary Provides resource and consultation services to parents and family-based child care providers. Maintains child care registry and a variety of resources.

- Key Duties and Responsibilities**
1. Responds to telephone and in-person inquiries from parents and potential or existing child care providers on issues related to child care services. Provides resource materials and information on community resources, services and local child care providers.
 2. Provides consultation to child care providers and potential child care providers in areas such as start-up and operation, licensing requirements, safety standards, and programming. Conducts initial and follow-up visits to child care providers.
 3. Develops and produces newsletters, program brochures and pamphlets in conjunction with other staff. Develops, selects and acquires resource materials in consultation with the supervisor.
 4. Maintains the lending library by performing duties such as organizing resources and equipment, performing inventory, and maintaining library membership, loan and return records.
 5. Plans, conducts and/or participates in the delivery of workshops, networking and educational events for parents and child care providers in consultation with the supervisor.
 6. Promotes the program and recruits child care providers through channels such as public service announcements, classified advertising and posters and brochures.
 7. Maintains a registry of child care providers in accordance with established policies and guidelines.
 8. Maintains related records and statistics and produces reports as required.
 9. Performs other related duties as required.

Qualifications *Education and Knowledge*

Early Childhood Education Certificate.

Training and Experience

Two (2) years recent related experience.

Or an equivalent combination of education, training and experience

**COMMUNITY SOCIAL SERVICES JOB EVALUATION PLAN
RATING RATIONALE**

BENCHMARK TITLE: Child Care Resource and Referral Worker

FACTOR	REASON FOR CLASSIFICATION	DEGREE	POINTS
1	Education and Knowledge – Requires completion of a program in ECE	3	56
2	Training and Experience – Requires up to 2 years recent related experience	4	100
3	Physical Demands – Work often involves very light physical exertion in performing tasks such as keyboarding and writing	2	14
4	Concentration – Sometimes listens to clients to interpret	5	42
5	Independence – Guided by ECE regulations and program guidelines, applies accepted work methods in a different way to provide consultative services to parents and family based child care providers to assist in start up, operation, licensing, safety standards and programming	5	71
6	Judgement – Assess child care providers’ information requirements in providing consultative services regarding start up, operation, licensing, safety standards and programming based on a combination of accepted procedures, practices and terminology	4	57
7	Leadership/Supervision – Provides training and information to child care providers	2	40
8	Accountability – Work has direct impact on service; advice can affect operations of child care providers; can cause delay or interruption of plans of providers	5	71
9	Communication – Facilitates participation of parents and child care providers involving communicating child care standards	4	57
10	Care of Individuals – Work involves assessing parents and child care providers needs to provide consultative services	4	40
11	Environment/Working Conditions – Often keyboards involving repetitive motion	4	33
		Total Points	581
		Grid Level	11

Benchmark Title **CHILDREN WHO WITNESS ABUSE COUNSELLOR – 13P**

Grid Level 13P – Paraprofessional Wage Grid

Job Summary Provides counselling, education and advocacy support to children between the ages of 3 and 18 who have witnessed domestic violence. Provides emotional and parenting support for parents regarding the impact on their children of witnessing violence.

- Key Duties and Responsibilities**
1. Interviews clients, prepares case histories and outlines services provided by the organization. Refers clients to more appropriate programs if needed.
 2. Assesses the impact of witnessing abuse on the child, the group readiness of the child and the support needs of the abused parent.
 3. Develops and conducts psycho-educational support groups for children.
 4. Conducts individual counselling sessions with the child and/or individual members of his/her family using techniques such as active listening, conflict resolution and psycho-education; provides emotional support.
 5. Provides emotional and parenting support and referral services for parents.
 6. Conducts post group interviews with children and/or their families. Recommends follow-up services where necessary and makes appropriate referrals.
 7. Maintains related records, statistics and prepares reports as required.
 8. Maintains current knowledge of issues and resources related to abuse and violence. Provides presentations and public awareness activities about services and issues.
 9. Performs other related duties as required.

Qualifications *Education and Knowledge*
Bachelor's degree in a related human / social service field.

Training and Experience
Two (2) years recent related experience.

Or an equivalent combination of education, training and experience.

**COMMUNITY SOCIAL SERVICES JOB EVALUATION PLAN
RATING RATIONALE**

BENCHMARK TITLE: Children Who Witness Abuse Counsellor

FACTOR	REASON FOR CLASSIFICATION	DEGREE	POINTS
1	Education and Knowledge – Requires a bachelor’s degree in a related human/social service field	6	113
2	Training and Experience – Requires 2 years recent related experience	4	100
3	Physical Demands – Occasionally lifts and carries moderate weight children	3	21
4	Concentration – Often listens to clients to interpret client needs and behaviour, to assess the impact of witnessing abuse on child and the support needs of the child	6	50
5	Independence – Guided by social work/psychology standards, applies accepted work methods in a different way to provide counselling, education, and advocacy to children who have witnessed domestic violence	5	71
6	Judgement – Apply analysis and interpretation of client’s problems and choose an approach using accepted counselling techniques to assess impact on the child and conduct individual counselling sessions	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	4	57
9	Communication – Uses influence or persuasion techniques to provide counselling to clients who may not cooperate	5	71
10	Care of Individuals – Work involves conducting individual counselling sessions	5	50
11	Environment/Working Conditions – Often exposed to moderately undesirable working conditions in the form of dealings with clients who have witnessed domestic violence and who are uncooperative or otherwise have behavioural problems	5	42
		Total Points	666
		Grid Level	13P

Benchmark Title **CHILDREN WHO WITNESS ABUSE COUNSELLOR – ART SPECIALIST – 14P**

Grid Level 14P – Paraprofessional Wage Grid

Job Summary Provides counselling, education and advocacy support to children between the ages of 3 and 18 who have witnessed domestic violence. Provides emotional and parenting support for parents regarding the impact on their children of witnessing violence.

- Key Duties and Responsibilities**
1. Interviews clients, prepares case histories and outlines services provided by the organization. Refers clients to more appropriate programs if needed.
 2. Assesses the impact of witnessing abuse on the child, the group readiness of the child and the support needs of the abused parent.
 3. Develops and conducts psycho-educational support groups for children. Develops and conducts support groups based on Art Therapy training.
 4. Conducts individual counselling sessions with the child and/or individual members of his/her family using techniques such as active listening, conflict resolution and psycho-education; provides emotional support. Uses Art Therapy according to level of training.
 5. Provides emotional and parenting support and referral services for parents.
 6. Conducts post group interviews with children and/or their families. Recommends follow-up services where necessary and makes appropriate referrals.
 7. Maintains related records, statistics and prepares reports as required.
 8. Maintains current knowledge of issues and resources related to abuse and violence. Provides presentations and public awareness activities about services and issues.
 9. Performs other related duties as required.

Qualifications *Education and Knowledge*
Bachelor's degree in a related human / social service field plus enrolment in an Art Therapy graduate Diploma program.

Training and Experience
Three (3) years recent related experience, including enrolment in an Art Therapy graduate Diploma program.

Or an equivalent combination of education, training and experience.

**COMMUNITY SOCIAL SERVICES JOB EVALUATION PLAN
RATING RATIONALE**

BENCHMARK TITLE: Children Who Witness Abuse Counsellor – Art Specialist

FACTOR	REASON FOR CLASSIFICATION	DEGREE	POINTS
1	Education and Knowledge – Requires a bachelor’s degree in a related human/social service field and enrolment in an Art Therapy graduate Diploma program.	6	113
2	Training and Experience – Requires 3 year’s recent related experience, including enrolment in an Art Therapy graduate Diploma program.	5	125
3	Physical Demands – Occasionally lifts and carries moderate weight children.	3	21
4	Concentration – Often listens to clients to interpret client needs and behaviour, to assess the impact of witnessing abuse on child and the support needs of the child.	6	50
5	Independence – Guided by social work/psychology standards, applies accepted work methods in a different way to provide counselling, education, and advocacy to children who have witnessed domestic violence.	5	71
6	Judgement – Apply analysis and interpretation of client’s problems and choose an approach using accepted counselling techniques to assess impact on the child and conduct individual counselling sessions.	5	71
7	Leadership/Supervision – Little or no responsibility.	1	20
8	Accountability – Work is evaluated to art therapy and psychological standards, work has a direct impact on client service; errors may result in substantial loss of time in terms of delay in client progress.	5	71
9	Communication – Uses influence or persuasion techniques to provide counselling to clients who may not cooperate.	5	71
10	Care of Individuals – Work involves conducting individual counselling sessions.	5	50
11	Environment/Working Conditions – Often exposed to moderately undesirable working conditions in the form of dealings with clients who have witnessed domestic violence and who are uncooperative or otherwise have behavioural problems.	5	42
Total Points			705
Grid Level			14P

Benchmark Title **CLINICAL COUNSELLOR – 16P**

Grid Level 16P – Paraprofessional Wage Grid

Job Summary Provides clinical counselling after assessing client’s social, psychological, emotional and/or behavioural issues and by developing therapeutic programs and interventions.

- Key Duties and Responsibilities**
1. Identifies, assesses and monitors client’s needs in conjunction with caregivers and/or other service providers.
 2. Interviews clients to gather case history information. Assesses profound social, psychological, emotional and/or behavioural issues affecting clients. Identifies core areas of concern to be addressed by clinical counselling.
 3. Develops and implements therapeutic plans and programs necessary to meet client goals and objectives. Provides individual and group counselling interventions using therapeutic techniques depending on client need.
 4. Provides follow-up support to clients after the end of therapy treatment. Monitors and evaluates clients functioning and interaction with family and friends and in the community. Advises other professionals involved with client’s case where further evaluation or more intensive treatment is required.
 5. Maintains knowledge of community resources and provides appropriate referrals to clients to meet their needs.
 6. Formulates and facilitates support groups in program areas for clients and/or their families as required.
 7. Provides consultation to those working with client cases i.e. social workers, probation officers, other organization staff, and other professionals.
 8. Provides required reports on clients’ behaviour and progress. Maintains clinical records indicating the nature and duration of treatment.
 9. Participates in staff training sessions and public education forums, seminars and conferences relevant to specific program areas. Engages in prevention activities by networking, consultation, public relations as required.
 10. Performs other related duties as required.

Qualifications *Education and Knowledge*

Master’s degree in Counselling Psychology or a related field.

Training and Experience

Two (2) years recent related experience.

Or an equivalent combination of education, training and experience.

COMMUNITY SOCIAL SERVICES JOB EVALUATION PLAN RATING RATIONALE

BENCHMARK TITLE: Clinical Counsellor

FACTOR	REASON FOR CLASSIFICATION	DEGREE	POINTS
1	Education and Knowledge – Requires a Master’s Degree in counselling, social work or a related field	7	131
2	Training and Experience – Requires 2 years recent related experience	4	100
3	Physical Demands – Often involves very light physical exertion in writing reports	2	14
4	Concentration – Often listens to patients to interpret client needs and behaviour, define problems and develop treatment plan	6	50
5	Independence – Guided by social work standards, develops and implements therapeutic plans and programs and evaluates their effectiveness.	6	86
6	Judgement – Modifies counselling techniques in working with clients with profound problems to develop therapeutic programs and interventions	6	86
7	Leadership/Supervision – Provide leadership through giving advice or consultation to social workers, probation officers, staff and other professionals	4	80
8	Accountability – Work is evaluated for compliance to social work standards – Work has direct impact on client service; errors may result in substantial loss of time in terms of delay in client progress	5	71
9	Communication – Provides clinical counselling to clients who have profound problems and who are not normally cooperative	6	86
10	Care of Individuals – Work involves providing therapeutic/clinical counselling	5	50
11	Environment/Working Conditions – Often exposed to moderately undesirable working conditions in the form of unpleasant dealings with clients who have profound social, psychological, emotional and/or behavioural problems	5	42
Total Points			796
Grid Level			16P

Benchmark Title **COMMUNITY CONNECTOR – 12**

Grid Level 12 – JJEP Wage Grid

Job Summary Build networks for people by using a person-centered approach, the values and practices of Asset-Based Community Development, and social innovation. To identify assets and gifts of individuals with disabilities and then applying this knowledge to promote and foster meaningful, reciprocal relationships of acceptance and belonging with community groups, individual citizens, associations, or others in the community.

- Key Duties and Responsibilities**
1. Develop, present, and facilitate public presentations to community partners, businesses, and potential networks.
 2. Design and implement the concepts and strategies of Asset-Based Community Development and social innovation.
 3. Modify planning processes and support frameworks so that they reflect an asset-based approach to individuals and community
 4. Identify policy, procedural, or structural changes needed within the service delivery system in order to support their work in community
 5. Make decisions about the safety and risk of a relationship/connection within the community for people with disabilities.
 6. Facilitates a variety of community connections between people with disabilities and community – such as 1:1 meetings, provide resources, organize, mentor, role model – focusing on choice and control for people with disabilities and overall principles of self-determination.
 7. Identify and connect to people, places and groups that will appreciate assets of person with disabilities
 8. Identify and connect to people, places and groups that will appreciate assets of person with disabilities.
 9. Develop and maintains relationships with people with disabilities. Identify assets and gifts of the person and take direction from him/her as they would like to connect and participate in their community.
 10. Seek, secure, and mobilize resources/partnerships/community assets for Asset- Based Community Development and social innovation opportunities.
 11. Identify opportunities in order for individuals varying demographics (i.e. age, socio-economic, disability, etc.) to exercise self- determination.
 12. Represent the Association and be a positive role model while building connections and networks between community members, organizations, and/or businesses and people with disabilities.
 13. Participate in training and professional development as well as access resources related to Asset-Based Community Development.
 14. Complete required documentation
 15. Perform other duties as required

Qualifications *Education and Knowledge*
Diploma or equivalent education/experience in the areas of Community Development, Marketing, or Social Sciences

Training and Experience
One year experience

Or an equivalent combination of education, training and experience.

COMMUNITY SOCIAL SERVICES JOB EVALUATION PLAN RATING RATIONALE

BENCHMARK TITLE: Community Connector

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 – one year experience	3	75
3	Physical Demands – often bends knees or crouches while working with clients	4	28
4	Concentration – often requires a high level of concentration to assess client’s interests and gifts and to provide information to clients and community partners and potential partners	5	42
5	Independence – guided by general policies, plans, guidelines or standards; requires applying accepted work methods in a different way to handle unusual problems in order to connect with and build partnerships with people and organizations in the community	5	71
6	Judgement – assesses client’s interests and abilities and chooses an approach using accepted methods to facilitate connections and participation in their community and activities	4	57
7	Leadership/Supervision – provide advice, functional direction and/or training within the organization and sector	3	60
8	Leadership/Supervision – provide advice, functional direction and/or training within the organization and sector	5	71
9	Communication – using persuasion and influencing techniques to secure cooperation of community partners, members, organizations/businesses and/or people with disabilities	5	71
10	Communication – using persuasion and influencing techniques to secure cooperation of community partners, members, organizations/businesses and/or people with disabilities	4	40
11	Environment/Working Conditions – Sometimes exposed to moderately undesirable conditions in the form of interaction with clients who are uncooperative or have behavioural issues	4	33
Total Points			623
Grid Level			12

Benchmark Title **COMMUNITY SUPPORT WORKER – 10**

Grid Level 10 – JJEP Wage Grid

Job Summary Assists clients with their physical, economic, vocational, recreational, social, emotional and daily life skills development. Assists clients to achieve the greatest degree of independence and quality of life possible.

- Key Duties and Responsibilities**
1. Participates in assessment, goal setting and program planning such as Personal Service Plans for individuals. Documents and implements the plan. Provides input into the evaluation of the program.
 2. Evaluates client needs and develops short term plans to meet such needs with the active participation of clients and their families.
 3. Assists clients to function more independently in their own homes and in the community. Assists clients with daily life skills, social skills and/or behaviour management. Teaches and assists clients with activities such as grooming, basic cooking, money management, shopping, household safety, pet care. Facilitates physical, recreational, educational, social and vocational activities.
 4. Recognizes, analyzes and deals with potential emergency situations such as clients' aggressive behaviour to minimize potential harm to the clients and/or the public. Reports problems to the supervisor.
 5. Administers medication to clients in accordance with established policy.
 6. Ensures health and safety standards are maintained.
 7. Reviews and evaluates clients' progress and makes adjustments to programs as required. Provides feedback and support to clients and/or their families.
 8. Accompanies and/or transports clients to activities such as appointments, shopping or leisure activities.
 9. Provides written and/or verbal reports regarding clients' daily activities and progress. Ensures that all required documentation is complete and accurate.
 10. Identifies social, economic, recreational, physical, vocational and educational services in the community that will meet clients' needs. Maintains liaison with other agencies, professionals, government officials and the community.
 11. 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: Community Support Worker

FACTOR	REASON FOR CLASSIFICATION	DEGREE	POINTS
1	Education and Knowledge – Requires completion of a diploma in Human Services such as Human Service Worker or Social Service Worker	4	75
2	Training and Experience – Requires 1 year recent related experience	3	75
3	Physical Demands – Occasionally required to lift and carry clients in awkward positions	5	35
4	Concentration – Observes clients almost continuously involving a moderate level of vigilance and attentiveness	5	42
5	Independence – Guided by general procedures, select from alternative courses of action to develop short term plans to assist clients	4	57
6	Judgement – Assesses client needs and chooses an approach using accepted methods to assist clients with economic, vocational, recreational, social, emotional, and daily life skill development	4	57
7	Leadership/Supervision – Little or no responsibility	1	20
8	Accountability – Direct impact on service provided to clients to meet their daily living needs	3	43
9	Communication – Facilitates client's participation in daily living skills development and planning	4	57
10	Care of Individuals – Implements care plans such as PCPs to assist clients to achieve the greatest degree of independence possible	4	40
11	Environment/Working Conditions – Sometimes exposed to moderately undesirable working conditions in the form of clients who are uncooperative or have aggressive behaviour and assisting with activities of daily living	5	42
Total Points			543
Grid Level			10

Benchmark Title **COMPUTER TECHNICAL SUPPORT SPECIALIST – 10**

Grid Level 10 – JJEP Wage Grid

Job Summary Provides computer technical support services to staff and client users. Ensures that the organization's computer workstations are maintained in proper operating condition and configurations.

- Key Duties and Responsibilities**
1. Provides training and user support to staff and clients in the use of computer software and hardware programs by performing duties such as diagnosing and resolving problems, demonstrating and explaining program functions and providing suggestions on work methods.
 2. Ensures that computer workstations are in proper operating condition by performing duties such as re-installing and un-installing computer software programs, removing unnecessary files and folders, and re-configuring hardware and software.
 3. Investigates computer hardware problems reported by users; applies routine corrective measures such as restoring default hardware configurations and re-connecting system components such as external hard drives, printers and communication hubs.
 4. Performs routine computer software maintenance tasks such as installing software and patches, updating anti-virus programs and scanning computers for viruses.
 5. Conducts data backup and/or restoration as required in accordance with established procedures.
 6. Monitors the LAN, network connections and other network services such as email and internet to ensure that they are operational.
 7. Reports any major computer software and hardware problems to the supervisor and recommends repairs.
 8. Maintains an inventory of computer hardware and software.
 9. Maintains related records as required.
 10. Performs other related duties as required.

Qualifications *Education and Knowledge*
A diploma in a field related to information technology or computer science.

Training and Experience

Two (2) years recent related experience.

Or an equivalent combination of education, training and experience.

**COMMUNITY SOCIAL SERVICES JOB EVALUATION PLAN
RATING RATIONALE**

BENCHMARK TITLE: Computer Technical Support Specialist

FACTOR	REASON FOR CLASSIFICATION	DEGREE	POINTS
1	Education and Knowledge – Requires Grade 12 plus a two year diploma program in areas such as Information Technology or Computer Science	4	75
2	Training and Experience – Requires 2 years recent related experience	4	100
3	Physical Demands – Sometimes uses keyboard to investigate computer problems, install software and re-configure computer workstations	3	21
4	Concentration – Often focuses on computer screen to check computer software and hardware conditions, work requires a high degree of mental demands to adapt to a variety of tasks	5	42
5	Independence – Work is guided by general procedures to complete assignments such as ensuring the proper operation of the Local Area Network (LAN)	4	57
6	Judgement – Assesses readily available information on software/hardware problems and resolves them using a combination of accepted techniques	4	57
7	Leadership/Supervision – Supports and trains staff in the use of computer software/hardware	2	40
8	Accountability – Errors in computer configurations are detected after the fact and may result in moderate loss of time to correct; may affect the operation of other programs	4	57
9	Communication – Provides computer hardware and software support and training to clients and staff	4	57
10	Care of Individuals – Little or no responsibility	1	10
11	Environment/Working Conditions – Often works to deadlines, under pressure to restore computers to operating condition	4	33
		Total Points	549
		Grid Level	10

Benchmark Title	COOK – 9
Grid Level	9 – JJEJ Wage Grid
Job Summary	Develops menu plans, prepares meals, and oversees the operation of the eating and cooking facilities.
Key Duties and Responsibilities	<ol style="list-style-type: none"> 1. Develops a breakfast, lunch and dinner menu plan in accordance with accepted nutritional guidelines such as Canada’s Food Guide for Healthy Eating and the individual dietary needs of the clients. 2. Prepares, cooks and serves meals and snacks, including those for special dietary needs and special occasions, in accordance with safety and health standards and the menu plan. 3. Oversees the operation of the eating and cooking facilities and equipment and ensures their cleanliness and maintenance. Reviews the meal preparation needs of the organization. Purchases equipment to meet those needs within approved budget limits. Maintains an inventory of all related equipment. 4. Purchases and orders food items necessary for the preparation of meals. Ensures that purchases are within approved budget limits. Maintains an inventory of food and other related items. Stores food items. 5. Performs other related duties as required.
Qualifications	<p><i>Education and Knowledge</i></p> <p>Grade 10, plus graduation from a program in institutional or residential quantity cooking.</p> <p><i>Training and Experience</i></p> <p>One (1) year recent related experience.</p> <p>Or an equivalent combination of education, training and experience.</p>

**COMMUNITY SOCIAL SERVICES JOB EVALUATION PLAN
RATING RATIONALE**

BENCHMARK TITLE: Cook

FACTOR	REASON FOR CLASSIFICATION	DEGREE	POINTS
1	Education and Knowledge – Requires equivalent of grade 10 with graduation from a cooking program	2	38
2	Training and Experience – Requires 1 year recent related experience	3	75
3	Physical Demands – Sometimes lifts and carries heavy food supplies	5	35
4	Concentration – Often smells and observes in preparation of food involving moderate level of stress on the senses	4	33
5	Independence – Work is guided by general instructions such as nutritional requirements of clients and requires selecting alternative courses of action to develop menus, purchase food and equipment and oversee the operation of the eating and cooking facilities	4	57
6	Judgement – Assesses requirements to develop menu, purchase food and equipment and oversee operation of the eating and cooking facilities	4	57
7	Leadership/Supervision – Provide guidance or assistance to other staff in areas such as procedures and work methods re: cooking and eating facilities	2	40
8	Accountability – Work results are detected after the fact via client complaints; work is evaluated for compliance with nutritional requirements and overall appropriateness; errors may result in moderate loss of time to rework and waste of food	4	57
9	Communication – Resolves problems related to purchase of food and equipment and operation of cooking and eating facilities requiring explanation of information	3	43
10	Care of Individuals – Ensures dietary and nutritional needs are met	3	30
11	Environment/Working Conditions Often exposed to moderately undesirable working conditions in the form of heat and steam from ovens and stoves and food; often faced with multiple demands with deadlines to cook, order supplies and keep within budget limits	5	42
Total Points			507
Grid Level			9

Benchmark Title **CRISIS LINE COORDINATOR – 13**

Grid Level 13 – JJEJ Wage Grid

Job Summary Coordinates and delivers crisis phone line services. Recruits, screens, trains, coordinates and supervises members of the crisis line team.

- Key Duties and Responsibilities**
1. Screens, recruits, interviews and selects crisis line volunteers. Orients and trains staff and crisis line volunteers for the program.
 2. Schedules, supervises, supports and evaluates crisis line staff and volunteers. Schedules regular team meetings.
 3. Provides input into the planning, developing and evaluating of services delivered.
 4. Acts as a front line deliverer of service on the crisis line.
 5. Assists in the development of the budget and informs senior management of budget needs.
 6. Maintains contact with community groups and volunteer organisations to promote interest, participation and support for the program. Develops promotional material.
 7. Promotes crisis line program in the community through meetings, forums, media interviews, posters and brochures.
 8. Prepares reports and statistics on crisis line operation and use.
 9. Performs other related duties as required.

Qualifications **Education and Knowledge**

Diploma in a related human / social service field.

Training and Experience

Two (2) years recent related experience, including supervisory or volunteer management experience.

Or an equivalent combination of education, training and experience.

COMMUNITY SOCIAL SERVICES JOB EVALUATION PLAN RATING RATIONALE

BENCHMARK TITLE: Crisis Line Coordinator

FACTOR	REASON FOR CLASSIFICATION	DEGREE	POINTS
1	Education and Knowledge – Requires completion of a diploma program in Human Services or a related field	4	75
2	Training and Experience – Requires 2 years recent related experience including supervisory or volunteer management experience	4	100
3	Physical Demands – Work often involves very light physical exertion such as writing and keyboarding	2	14
4	Concentration – Often listens and responds to crisis line phone calls	5	42
5	Independence – Guided by agency crisis line policies, applies accepted methods in a different way to coordinate crisis phone line services and supervise the crisis line team	5	71
6	Judgement – Work involves applying structured interpretation of client's state of mind and formulating a response using accepted procedures and techniques; provides input into program planning, development and evaluation which requires applying structured study and analysis of administrative matters	5	71
7	Leadership/Supervision – Provides supervision to crisis line staff and volunteers including screening, recruiting, interviewing, scheduling, training and evaluating	4	80
8	Accountability – Work is evaluated for compliance to agency policies; external relationships may be impacted – direct impact on the crisis line service	5	71
9	Communication – Facilitates participation and joint effort by crisis line volunteers	4	57
10	Care of Individuals – Work involves providing emotional support to crisis line callers	4	40
11	Environment/Working Conditions – Sometimes exposed to moderately undesirable working conditions in the form of unpleasant dealings with crisis line callers who are upset and unpredictable	4	33
Total Points			654
Grid Level			13

Benchmark Title **DATABASE CLERK – 9**

Grid level 9 – JJEP Wage Grid

Job Summary Designs, creates, enters data into and produces reports from standardized databases using spreadsheet or database software programs. Files source documents and maintains filing systems.

- Key Duties and Responsibilities**
1. Designs and creates standardized databases using spreadsheet or database software programs such as Excel, Access, Dbase and FoxPro to store data such as client information, wait lists and program delivery data.
 2. Enters data into databases from source documents such as client intake forms and class enrolment list. Updates data as required.
 3. Produces ad hoc reports from databases as required by the supervisor by identifying and organizing the required information, compiling data, designing format, and printing reports.
 4. Designs and creates templates for documents such as memoranda, letters and presentation slides using computer software programs such as WordPerfect and PowerPoint.
 5. Files source documents; maintains and updates the organization's files and filing systems.
 6. Prepares, updates and prints program brochures using a software package. Ensures supplies of up-to-date handouts and resource materials are available.
 7. Provides word processing, data input and typing support such as correspondence, meeting minutes, forms and client information; drafts routine correspondence such as thank you letters, client appointment letters and internal memoranda.
 8. Supports staff in the day-to-day use of computer software programs by performing duties such as demonstrating and explaining program functions and providing suggestions on work methods.
 9. Performs other related duties as required.

Qualifications *Education and Knowledge*
Grade 12 plus post-secondary courses in secretarial training or office administration of up to one (1) year.

Training and Experience

Two (2) years recent related experience.

Or an equivalent combination of education, training and experience.

**COMMUNITY SOCIAL SERVICES JOB EVALUATION PLAN
RATING RATIONALE**

BENCHMARK TITLE: Database Clerk

FACTOR	REASON FOR CLASSIFICATION	DEGREE	POINTS
1	Education and Knowledge – Requires Grade 12 and post secondary courses in office administration	3	56
2	Training and Experience – Requires 2 years recent related experience	4	100
3	Physical Demands – Often performs production keyboarding to enter data, create and modify database	5	35
4	Concentration – Often focuses source documents and computer software programs in creating database, developing forms and templates	4	33
5	Independence – Work is guided by general procedures and instructions to complete assignments such as creating class wait list database and producing attendance reports	4	57
6	Judgement – Assesses reporting requirements and chooses an approach using accepted data collection and database techniques to produce as hoc reports	4	57
7	Leadership/Supervision – Supports other staff in the use of computer software programs	2	40
8	Accountability – Some examination is required to reveal errors in database design and report development. Errors may result in re-work involving loss of one's or others' time and limited financial loss	3	43
9	Communication – Provides limited hardware and software support and training	3	43
10	Care of Individuals – Little or no responsibility	1	10
11	Environment/Working Conditions – Often faced with time pressures to produce reports	4	33
Total Points			507
Grid Level			9

Benchmark Title **EARLY CHILDHOOD EDUCATOR ASSISTANT – 6**

Grid Level 6 – JJEJ Wage Grid

Job Summary Under close supervision, assists senior staff to provide support and direct care to children under six, including special needs children or infants/toddlers to stimulate and develop their intellectual, physical and emotional growth.

- Key Duties and Responsibilities**
1. Assists senior staff in monitoring children in indoor and outdoor activities and during rest periods.
 2. Assists in planning, preparing and carrying out developmentally appropriate programs and activities.
 3. Under close supervision, conducts activities with children on an individual and group basis to promote the development of physical, cognitive, emotional and social skills.
 4. Attends to children's physical needs, which may include diapering, toileting, eating and sleeping.
 5. Maintains records, reports problems or concerns to senior staff.
 6. Keeps program facilities and equipment safe and clean, reporting any repairs and concerns to senior staff.
 7. Performs other related duties as required.

Qualifications *Education and Knowledge*
Grade 12, plus enrolment in Early Childhood Education Certificate program or completing work experience required for licensing.

Training and Experience

Nil.

Or an equivalent combination of education, training and experience.

**COMMUNITY SOCIAL SERVICES JOB EVALUATION PLAN
RATING RATIONALE**

BENCHMARK TITLE: Early Childhood Educator Assistant

FACTOR	REASON FOR CLASSIFICATION	DEGREE	POINTS
1	Education and Knowledge – Requires completion of grade 12 and enrolment in an ECE course	2	38
2	Training and Experience – Requires under 1 month of recent related experience	1	25
3	Physical Demands – Often lifts and carries moderate weight children	5	35
4	Concentration – Monitors and observes children almost continuously involving a moderate level of vigilance and attentiveness	5	42
5	Independence – Under close supervision, performs assigned functions and responds to immediate needs of children	2	29
6	Judgement – Selects a known action to monitor and conduct children’s activities	2	29
7	Leadership/Supervision – Little or no responsibility	1	20
8	Accountability – Impact is easily discernible and work methods are closely monitored	2	29
9	Communication – Responds to requests of children by clarifying factual information	2	29
10	Care of Individuals – Work involves monitoring children, feeding, diapering and toileting	4	40
11	Environment/Working Conditions – Sometimes exposed to highly undesirable working conditions in the form of contact with bodily fluids and waste; requires specific safety precautions to prevent health problems or injury	5	42
Total Points			358
Grid Level			6

Benchmark Title **EARLY CHILDHOOD EDUCATOR – 10**

Grid Level 10 – JJEJ Wage Grid

Job Summary Provides support and direct care to children under 6, including special needs children or infants/toddlers, to stimulate and develop their intellectual, physical and emotional growth.

- Key Duties and Responsibilities**
1. Plans, carries out and evaluates developmentally appropriate activities and experiences for children using modelling, observing, questioning, demonstrating and reinforcing techniques. Develops daily program schedules that include indoor/outdoor, active/quiet and individual and group activities.
 2. Identifies the abilities, interests and needs of children and develops individualized and group curriculum based on these. Recommends referrals or additional services or work in consultation with professionals such as behavioural therapists, occupational therapists and speech language pathologists.
 3. Reports on progress, behaviours and other issues related to children. Contributes to reports for children moving on to elementary school. Maintains required records and statistics.
 4. Participates in preschool planning and evaluation of programs offered by the organization. Provides recommendations for change to the supervisor.
 5. Provides work direction to early childhood educator assistants as required.
 6. Attends to the children's physical needs that may include diapering, toileting, eating and sleeping.
 7. Administers first aid and medication in accordance with established policy.
 8. Ensures a healthy and safe environment in which the children can interact. Identifies and removes potential hazards.
 9. Communicates with families about children's growth and development. Requests input from and participation of parents in the development of programs. Confers with parents with regard to unusual or problematic issues.
 10. Performs other related duties as required.

Qualifications *Education and Knowledge*
Early Childhood Education Certificate, plus Special Needs or Infant Toddler / Under Three Certificate.

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: Early Childhood Educator

FACTOR	REASON FOR CLASSIFICATION	DEGREE	POINTS
1	Education and Knowledge – Requires completion of a program in Early Childhood Education	3	56
2	Training and Experience – Requires up to 1 year recent related experience	3	75
3	Physical Demands – Often lifts and carries moderate weight children	5	35
4	Concentration – Monitors and observes children almost continuously involving a moderate level of vigilance and attentiveness	5	42
5	Independence – Guided by general instructions, selects alternative courses of action to develop individualized and group curriculum	4	57
6	Judgement – Assesses children’s behaviour and developmental requirements and chooses an approach using accepted methods and techniques to develop curriculum and evaluate activities	4	57
7	Leadership/Supervision – Provides work direction to Early Childhood Educator Assistants	3	60
8	Accountability – Work has direct impact on the service and limited safety impact	3	43
9	Communication – Facilitates participation of children in activities; communicates with families to facilitate child’s development	4	57
10	Care of Individuals – Work includes providing hygiene care to children, assessing needs of children and provides daily programs	4	40
11	Environment/Working Conditions – Sometimes exposed to highly undesirable working conditions in the form of contact with bodily fluids and waste and requires specific safety precautions to prevent health problems or injury	5	42
Total Points			564
Grid Level			10

Benchmark Title **EARLY CHILDHOOD EDUCATOR, SENIOR – 13**

Grid Level 13 – JJEP Wage Grid

Job Summary Provides leadership and guidance for staff, volunteers and students in planning and implementing developmentally appropriate activities for children under six, including special needs children or infants/toddlers, to stimulate their intellectual, physical and emotional growth.

Key Duties and Responsibilities

1. Plans, assigns, supervises and evaluates the work of staff. Trains and evaluates volunteers and students.
2. Welcomes new children and their families to the program. Explains and interprets the philosophy, goals and objectives of the program to families and answers questions. Ensures enrolment information is in order including medical and emergency information, dietary instructions and parental consent forms in compliance with statutory requirements such as licensing.
3. Schedules and conducts staff meetings to discuss, plan and assess the program's goals and objectives and the organization's policies and procedures; attends family conferences as required.
4. Purchases snack and program supplies from petty cash fund, recording and submitting receipts; maintains and orders supplies within a prescribed budget.
5. Assists the supervisor to maintain proper financial record keeping and accounting for program funds and fees.
6. Plans, carries out and evaluates developmentally appropriate activities and experiences for children using modelling, observing, questioning, demonstrating and reinforcing techniques. Develops daily program schedules that include indoor/outdoor, active/quiet and individual and group activities.
7. Identifies the abilities, interests and needs of children and develops individualized and group curriculum based on these. Recommends referrals or additional services for children with professionals such as behavioural therapists, occupational therapists and speech language pathologists.
8. Reports on progress, behaviours and other issues. Contributes to reports for special needs children moving on to elementary school. Maintains required records and statistics.
9. Participates in planning and evaluation of programs offered by the organisation. Provides recommendations for change to the supervisor.
10. Attends to the children's physical needs that may include diapering, toileting, eating and sleeping.
11. Administers first aid and medication in accordance with established policy.
12. Ensures a healthy and safe environment in which the children can interact. Identifies and removes potential hazards.
13. Communicates with families about children's growth and development. Requests input from and participation of parents in the development of programs. Confers with parents with regard to unusual or problematic issues.
14. Performs other related duties as required,

Qualifications

Education and Knowledge

Early Childhood Education Certificate, plus Special Needs or Infant Toddler / Under Three Certificate.

Training and Experience

Two (2) years recent related experience.

Or an equivalent combination of education, training and experience.

**COMMUNITY SOCIAL SERVICES JOB EVALUATION PLAN
RATING RATIONALE**

BENCHMARK TITLE: Early Childhood Educator, Senior

FACTOR	REASON FOR CLASSIFICATION	DEGREE	POINTS
1	Education and Knowledge – Requires Early Childhood Education Certificate and Special Needs or Infant Toddler/Under Three Certificate	3	56
2	Training and Experience – Requires 2 years recent related experience	4	100
3	Physical Demands – Sometimes lifts and carries moderate weight children	4	28
4	Concentration – Monitors and observes children almost continuously involving a moderate level of vigilance and attentiveness	5	42
5	Independence – Guided by agency policy and child care standards, applies accepted developmental techniques in different ways to plan and evaluate appropriate activities and provide leadership and guidance to staff	5	71
6	Judgement – Applies analysis and interpretation of intellectual, physical and emotional needs of children and chooses an approach using accepted child care methods to plan and evaluate activities and provide leadership to staff	5	71
7	Leadership/Supervision – Plans, assigns, supervises and evaluates work of staff in a child care centre	4	80
8	Accountability – Work performed and decisions made have direct impact on the final service provided; work is evaluated for compliance to child care standards and conformity to agency policies	5	71
9	Communication – Facilitates the participation of staff, children and families who are normally cooperative in children’s development	4	57
10	Care of Individuals – Work involves assessing the needs of children, providing daily programs and hygiene care	4	40
11	Environment/Working Conditions – Sometimes exposed to highly undesirable working conditions in the form of contact with body fluids and/or waste	5	42
Total Points			658
Grid Level			13

Benchmark Title **EMERGENCY SHELTER WORKER - 6**

Grid Level 6 – JJEP Wage Grid

Job Summary Provides intake, monitors and attends to the well-being and safety of residents during the night. Maintains a comfortable and clean living environment.

- Key Duties and Responsibilities**
1. Monitors residents through the night and attends to any medical and behavioural needs that arise during the night.
 2. Notifies supervisor of any major problems or emergencies. Responds to emergencies in accordance with established policies and procedures.
 3. Ensures that residents follow shelter rules.
 4. Ensures that logbooks and other documentation such incident reports are complete.
 5. Performs light housekeeping duties such as vacuuming, dusting, emptying garbage, cleaning and laundry. Performs minor building maintenance such as changing light bulbs. Reports maintenance needs to the supervisor.
 6. Secures the building by arming alarms and locking doors and windows.
 7. Performs other related duties as required.

Qualifications *Education and Knowledge*

Grade 12.

Training and Experience

Six (6) months recent related experience.

Or an equivalent combination of education, training and experience.

**COMMUNITY SOCIAL SERVICES JOB EVALUATION PLAN
RATING RATIONALE**

BENCHMARK TITLE: Emergency Shelter Worker

FACTOR	REASON FOR CLASSIFICATION	DEGREE	POINTS
1	Education and Knowledge – Requires completion of Grade 12	2	38
2	Training and Experience – 6 months recent related experience.	2	50
3	Physical Demands – Often required to kneel, bend or crouch to perform housekeeping, minor maintenance and support shelter client routines.	4	28
4	Concentration – Sometimes listens and responds to inquiries of shelter clients.	3	25
5	Independence – Guided by specific instructions to meet the immediate requests of shelter workers while completing scheduled shelter maintenance and housekeeping tasks	2	29
6	Judgement – Recognises known differences and determines the priority of tasks to respond to medical and behavioural needs in a variety of situations	3	43
7	Leadership/Supervision – Little or no responsibility	1	20
8	Accountability – Errors are quickly discernible when assisting with shelter client needs.	2	29
9	Communication – Provides explanation to staff of major problems or emergencies.	3	43
10	Care of Individuals – Work involves caring for clients medical and behavioural needs.	4	40
11	Environment/Working Conditions – Often exposed to some undesirable working conditions in the form of unpleasant dealings with uncooperative or demanding clients	4	33
Total Points			378
Grid Level			6

Benchmark Title **EMPLOYMENT COUNSELLOR – 10**

Grid Level 10 – JJEP Wage Grid

Job Summary Assesses clients' interests, skills, abilities and work readiness. Finds and advises clients of employment opportunities. Supports and provides skill development to clients in areas related to obtaining and retaining employment.

- Key Duties and Responsibilities**
1. Assesses clients' interests, skills, abilities and readiness as they relate to obtaining and retaining employment and identifies barriers to employment.
 2. Finds employment opportunities for clients. Contacts potential employers in order to obtain job leads, promote the program and develop relationships.
 3. Provides clients with information on employment opportunities that are compatible with their interests, skills and abilities by analyzing available jobs and identifying specific tasks to match jobs to clients.
 4. Provides support and skill development in areas related to obtaining employment such as job search strategies, job application, resume writing and interview skills.
 5. Maintains and provides current employment-related information such as labour market information, employment standards regulations and information on other community resources and services.
 6. Conducts group sessions such as information sessions, workshops and job finding clubs.
 7. Follows up job placements by assisting employers to work with clients through orientation and education.
 8. Maintains related records in accordance with established policies and guidelines and produces reports as required.
 9. Liaises with community service providers in order to promote the program.
 10. 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: Employment Counsellor

FACTOR	REASON FOR CLASSIFICATION	DEGREE	POINTS
1	Education and Knowledge –Requires a diploma in human services such as Human Service Worker or Community Support Worker	4	75
2	Training and Experience – Requires 1 year recent related experience	3	75
3	Physical Demands – Work often involves very light physical exertion such as writing and keyboarding	2	14
4	Concentration – Often requires a high level of concentration to assess clients' interests, skills to provide valid information to clients; tasks involve different but related procedures and methods	5	42
5	Independence – Guided by program guidelines, applies accepted work methods in different ways to provide employment opportunities, assess client and provide support and skill development	5	71
6	Judgement – Apply structured study and analysis to assess client abilities and choose an approach using accepted methods to assess client employment readiness, provide support and skill development	5	71
7	Leadership/Supervision – Little or no responsibility	1	20
8	Accountability – Direct impact on service provided – work is evaluated for appropriateness and compliance to employment standards – limited impact outside agency to Employers	4	57
9	Communication – Secures cooperation of Employers by persuading them to provide employment opportunities	5	71
10	Care of Individuals – Work involves assessing client's interests, skills, abilities, and readiness for employment; providing guidance and skill building	4	40
11	Environment/Working Conditions – Once in a while exposed to moderately undesirable working conditions in the form of unpleasant dealings with employers and clients who are uncooperative or upset	3	25
Total Points			561
Grid Level			10

Benchmark Title **E.S.L. INSTRUCTOR – 14P**

Grid Level 14P – Paraprofessional Wage Grid

Job Summary Plans and delivers English as a Second Language for Adults in a classroom setting. Conducts periodic evaluation of students' performance and progress.

- Key Duties and Responsibilities**
1. Develops and prepares instructional objectives, lesson plans, teaching aids and materials for classes which conform to the program curriculum. Customizes instructional objectives and lesson plans to students' pre-existing level of skills and knowledge.
 2. Teaches skills and/or knowledge to students in a classroom setting. Organizes activities such as field trips and talks by guest speakers to supplement classroom instruction.
 3. Participates in curriculum development by evaluating the curriculum on an ongoing basis and recommending changes to the supervisor.
 4. Conducts evaluation of, and produces reports on students' performance and progress. Administers entry, exit and periodic testing.
 5. Maintains records such as student attendance and field trip forms. Produces and submits periodic reports such as statistical summaries and reports on class activities in accordance with established policies and procedures.
 6. Provides direction and guidance to, and coordinates the activities of program assistants, practicum students and/or volunteers.
 7. Responds to student issues and concerns which arise or are identified during classes. Refers problems to the supervisor as necessary.
 8. Maintains current knowledge of developments in fields related to the program.
 9. Obtains feedback from students regarding course content and delivery.
 10. Performs other related duties as required.

Qualifications *Education and Knowledge*
Bachelor's degree in Education, English or a related field, including training / experience teaching English As A Second Language.

Training and Experience

Three (3) years recent related experience.

Or an equivalent combination of education, training and experience.

**COMMUNITY SOCIAL SERVICES JOB EVALUATION PLAN
RATING RATIONALE**

BENCHMARK TITLE: E.S.L. Instructor

FACTOR	REASON FOR CLASSIFICATION	DEGREE	POINTS
1	Education and Knowledge – Requires a bachelor’s degree in Education, English or a related field	6	113
2	Training and Experience – Requires three years recent related experience	5	125
3	Physical Demands – Work often involves very light physical exertion such as sustained periods of standing	4	28
4	Concentration – Almost always listens to students to respond to questions	5	42
5	Independence – Guided by teaching standards and curriculum; applies accepted work methods in different ways to plan and deliver educational programs and participate in curriculum development and evaluation	5	71
6	Judgement – Modifies instructional methods and customizes instructional objectives and lesson plans to students’ pre-existing level of skills and knowledge; – evaluates student progress and makes recommendations to adjust curriculum	6	86
7	Leadership/Supervision – Provides work direction to teaching assistants, practicum students and/or volunteers	3	60
8	Accountability – Work performed and decisions made have direct impact on the service provided and beyond the agency and students; evaluated for appropriateness and conformity to program policies	5	71
9	Communication – Teaching involves responsibility for communicating with students with a variety of skills and knowledge	6	86
10	Care of Individuals – Plans and delivers ESL for adults	3	30
11	Environment/Working Conditions – Occasionally faces time pressures to finish specific tasks such as exam marking	2	17
		Total Points	729
		Grid Level	14P

Benchmark Title **FAMILY COUNSELLOR – 14P**

Grid Level 14P – Paraprofessional Wage Grid

Job Summary Assesses clients and their families. Develops, implements and evaluates family-based intervention plans; participates in the development, implementation and evaluation of client service plans with the integrated case management team.

- Key Duties and Responsibilities**
1. Interviews clients and families, prepares case histories, assesses problems and outlines services provided by the organization. Provides information on and referral to other community service providers, resources and professionals as required.
 2. Develops family-based intervention plans; participates in the development of client service plans with the integrated case management team.
 3. Plans, prepares and conducts individual, group or family counselling sessions using therapeutic techniques drawn from theoretical frameworks such as family systems, solutions-focused, narrative, psycho-dynamics. Provides crisis intervention and ongoing assessment as required.
 4. Provides support and guidance to clients and families; facilitates positive family communication, assists clients in making positive changes and solving problems related to family functioning.
 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. Participates in integrated case management meetings or meet with professionals and social workers on a regular basis to report clients' activities and progress, discuss case planning issues and concerns, and evaluate the effectiveness of the counselling intervention.
 8. Maintains related records and statistics. Produces reports such as intake, progress and discharge in accordance with established policies and guidelines.
 9. Liaises with other community service providers, professionals to coordinate services and to ensure that interests of clients is considered in decisions affecting them. Accompanies clients to meetings and appointments as required.
 10. Performs other related duties as required.

Qualifications *Education and Knowledge*
 Bachelor's degree in a related human / social service field.

Training and Experience
 Two (2) years recent related experience.

 Or an equivalent combination of education, training and experience.

COMMUNITY SOCIAL SERVICES JOB EVALUATION PLAN RATING RATIONALE

BENCHMARK TITLE: Family Counsellor

FACTOR	REASON FOR CLASSIFICATION	DEGREE	POINTS
1	Education and Knowledge – Requires a bachelor's degree in Psychology	6	113
2	Training and Experience – Requires 2 years recent related experience	4	100
3	Physical Demands – Often involves very light physical exertion in writing reports	2	14
4	Concentration – Often listens to clients to interpret client needs and behaviour; often requires a very high level of mental demand to define problems and develop treatment plans	6	50
5	Independence – Guided by psychology standards; applies accepted work methods in different ways to develop, implement, and evaluate family based intervention plans	5	71
6	Judgement – Reviews and evaluates clients' programs and modifies treatment plans and counselling techniques to move towards treatment goals	6	86
7	Leadership/Supervision – Little or no responsibility	1	20
8	Accountability – Work is evaluated for compliance to social work and psychology standards, work has direct impact on client service; errors may result in substantial loss of time in terms of delay in client progress	5	71
9	Communication – Provides therapeutic counselling to clients who do not normally cooperate	6	86
10	Care of Individuals – Work involves conducting group therapy programming and providing interventions	5	50
11	Environment/Working Conditions – Often exposed to moderately undesirable working conditions in the form of unpleasant dealings with clients who are uncooperative or have behavioural problems	5	42
Total Points			703
Grid Level			14P

Benchmark Title **FAMILY SUPPORT WORKER – 12**

Grid Level 12 – JJEP Wage Grid

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
Grid Level			12

Benchmark Title **GROUP FACILITATOR – 9**

Grid Level 9 – JJEJ Wage Grid

Job Summary Recruits and selects participants. Promotes and delivers established programs by planning and conducting group sessions.

- Key Duties and Responsibilities**
1. Conducts group sessions such as workshops and courses to support skill acquisition and build on current skills in the areas of basic communication, anger management, stress management, parenting, self esteem and other related topics.
 2. Recruits and selects participants for the program based on their skills and needs.
 3. Plans group sessions in accordance with the program manual or guidelines and the participants' skills and needs. Prepares for group sessions by reviewing program manuals and other related materials.
 4. Promotes the program by performing duties such as distributing brochures and posters to the community and making presentations to community organizations.
 5. Ensures that the necessary facilities, equipment and materials are available for the sessions.
 6. Conducts evaluation and obtains client feedback on group effectiveness, material presented and facilitation style. Reports any difficulties to the supervisor.
 7. Maintains contact with clients between sessions to provide follow up support if necessary such as reviewing course materials and clients' needs.
 8. Maintains related records and reports in accordance with established policies and procedures.
 9. Maintains up-to-date knowledge of community resources to provide program-related information to clients.
 10. Performs other related duties as required.

Qualifications *Education and Knowledge*
Certificate 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: Group Facilitator

FACTOR	REASON FOR CLASSIFICATION	DEGREE	POINTS
1	Education and Knowledge – Requires a certificate in a related human/social service field	3	56
2	Training and Experience – Requires 1 year recent related experience	3	75
3	Physical Demands – Work often involves very light physical exertion such as writing, keyboarding and standing	2	14
4	Concentration – Often listens to participants to respond to inquiries	4	33
5	Independence – Guided by general procedures or instructions, selects from alternative courses of action to plan and conduct group sessions in basic communication, anger management, stress management and other related topics	4	57
6	Judgement – Assesses client skills and needs and chooses an approach in accordance with program manuals to plan and conduct group sessions	4	57
7	Leadership/Supervision – Little or no responsibility	1	20
8	Accountability – Work has direct impact on the delivery of group sessions, and is evaluated for compliance with the program manual and overall appropriateness – limited impact outside the agency	4	57
9	Communication – Facilitates participation in groups dealing with basic communication, anger management, stress management, parenting, self esteem, and other related topics	4	57
10	Care of Individuals – Conducts group training programs	3	30
11	Environment/Working Conditions – Sometimes exposed to moderately undesirable working conditions in the form of unpleasant dealings with group participants who are uncooperative	4	33
Total Points			489
Grid Level			9

Benchmark Title **HOUSEKEEPER – 3**

Grid Level 3 – JJEP Wage Grid

Job Summary Performs routine cleaning, minor maintenance and service functions in the organisation’s buildings or in a residence.

- Key Duties and Responsibilities**
1. Cleans, washes and disinfects building areas such as walls, windows, ceilings, floors, carpets, air vents, furniture, mattresses, blinds and washrooms by methods such as dusting, polishing, vacuuming, sweeping, wet mopping, shampooing, waxing and buffing using various manual and power cleaning equipment. Cleans, dusts and wipes down various appliances and accessories.
 2. Collects and disposes of refuse and maintains clean refuse areas; performs spot clean-ups as required.
 3. Secures the building by arming alarms and locking doors and windows.
 4. Reports any non-routine maintenance needs to the supervisor. Performs minor maintenance such as changing light bulbs, unplugging sinks and toilets and replacing tap washers.
 5. Changes and makes beds. Keeps an inventory of linens.
 6. Launders and mends clothes and linens.
 7. Assists in the preparation of meals and/or snacks; maintains the food inventory.
 8. Performs other related duties as required.

Qualifications *Education and Knowledge*

Grade 10.

Training and Experience

One (1) month recent related experience.

Or an equivalent combination of education, training and experience.

**COMMUNITY SOCIAL SERVICES JOB EVALUATION PLAN
RATING RATIONALE**

BENCHMARK TITLE: Housekeeper

FACTOR	REASON FOR CLASSIFICATION	DEGREE	POINTS
1	Education and Knowledge – Requires Grade 10	1	19
2	Training and Experience – Requires up to 1 month recent related experience	1	25
3	Physical Demands – Often lifts and carries heavy weights	6	42
4	Concentration – Often checks area for cleanliness	2	17
5	Independence – Makes minor changes to established routines in performing housekeeping tasks	1	14
6	Judgement –Follows schedules or set routines in performing housekeeping tasks	1	14
7	Leadership/Supervision – Little or no responsibility	1	20
8	Accountability – Errors are obvious and result in lost time for worker to correct	1	14
9	Communication – Exchange/explains factual information involving no conflict	1	14
10	Care of Individuals – Performs simple food preparation, cleaning	1	10
11	Environment/Working Conditions – Often exposed to highly undesirable working conditions in the form of contact with refuse, waste and toilets	6	50
Total Points			239
Grid Level			3

Benchmark Title **INFANT DEVELOPMENT CONSULTANT – 14P**

Grid Level 14P – Paraprofessional Wage Grid

Job Summary Provides a variety of home-based assessment, planning and implementation services to infants (infant to 3 years old) with or at risk of developmental delay and disability and their families which facilitates the development of the infant.

- Key Duties and Responsibilities**
1. Interviews clients and families, assesses problems and outlines services provided by the organization. Refers clients to more appropriate programs if required.
 13. Assists families in determining goals for their infants and the means of attaining them. Plans, develops and implements support plans to meet these ends. Provides parenting skills training. Guides parents in activities specific to the needs of the infant.
 14. Evaluates, in conjunction with the family, the effectiveness of programs and clients' progress. Resolves identified problems and moves towards defined objectives. Assesses the results of the program(s) and makes adjustments to programs.
 15. Records home visits and ensures that parents and professionals involved with the family are sent bi-annual reports regarding the infant's progress.
 16. Maintains accurate reports and records on clients and provides monthly reports. Ensures all required documentation is complete. Participates in case planning with therapists and social workers.
 17. Refers clients to other resources such as parent groups, therapists and community groups.
 18. Provides up-to-date resource materials and lists of generic services related to developmentally delayed children.
 19. Provides liaison with other resources and professionals with regard to co-ordinating services to clients and in supporting transition to other services.
 20. Provides liaison, education and advocacy for and with community agencies and neighbours on issues concerning the program. May be involved in fund-raising or public relations events.
 21. Continues professional development by reading, course work, sharing information with other professionals.
 22. Performs other related duties as required.

Qualifications *Education and Knowledge*
Bachelor's degree in a field related to child development.

Training and Experience
Two (2) years recent related experience.
Or an equivalent combination of education, training and experience.

**COMMUNITY SOCIAL SERVICES JOB EVALUATION PLAN
RATING RATIONALE**

BENCHMARK TITLE: Infant Development Consultant

FACTOR	REASON FOR CLASSIFICATION	DEGREE	POINTS
1	Education and Knowledge – Requires a Bachelor’s Degree in a field related to child development	6	113
2	Training and Experience – Requires up to 2 years recent related experience	4	100
3	Physical Demands – Occasionally lifts and carries moderate weight children	3	21
4	Concentration – Often listens to clients and families to assess problems, determine goals, plans, develops and implements support plans which involve a variety of unrelated processes and methods and very high degree of mental demands to define problems and form valid solutions.	6	50
5	Independence – Guided by professional standards and guidelines from the agency; applies accepted work methods in a different way to develop, implement and evaluate support plans for developmentally delayed and disabled infants	5	71
6	Judgement – Judgement required to modify methods and techniques to develop, implement, and evaluate individualized support plans	6	86
7	Leadership/Supervision – Provides orientation and guidance to caregivers on the support needs of children	2	40
8	Accountability – Work has direct impact on the service provided; evaluated for compliance to standards of the profession; errors may result in substantial loss of time in terms of delay in client progress	5	71
9	Communication – Uses influencing or persuasion skills in providing guidance to parents on issues related to child development, resolves problems and moves toward defined objectives	5	71
10	Care of Individuals – Provides assessments, individualized support plans and follow up services to infants and their families	4	40
11	Environment/Working Conditions – Sometimes exposed to moderately undesirable working conditions in the form of unpleasant dealings with uncooperative clients or parents	4	33
Total Points			696
Grid Level			14P

Benchmark Title **JANITOR – 3**

Grid Level 3 – JJEP Wage Grid

Job Summary Performs routine cleaning and minor maintenance of buildings and grounds.

- Key Duties and Responsibilities**
1. Cleans, washes and disinfects building areas such as walls, windows, ceilings, floor, carpets, air vents, furniture, mattresses, blinds and washrooms by methods such as dusting, polishing, vacuuming, sweeping, wet mopping, shampooing, waxing, buffing, using various manual and power cleaning equipment.
 2. Collects and disposes of refuse and maintains clean refuse areas; performs spot clean-ups as required.
 3. Maintains and cleans parking lots and sidewalks using hand and powered brooms, rakes, shovels and other equipment to remove dirt, leaves, snow and other refuse; performs minor gardening tasks such as mowing and trimming lawn, weeding, watering.
 4. Performs minor maintenance on buildings, grounds, furniture, electrical fixtures and plumbing; such as unplugging sinks and toilets, replacing tap washers, light bulbs.
 5. Sets up furniture for functions and meetings. Maintains various logs, key registers and other records; assists in taking inventory; orders and maintains janitorial supplies.
 6. Secures the building by arming alarms, locking doors and windows.
 7. Performs other related duties as required.

Qualifications *Education and Knowledge*

Grade 10.

Training and Experience

One (1) month recent related experience.

Or an equivalent combination of education, training and experience.

**COMMUNITY SOCIAL SERVICES JOB EVALUATION PLAN
RATING RATIONALE**

BENCHMARK TITLE: Janitor

FACTOR	REASON FOR CLASSIFICATION	DEGREE	POINTS
1	Education and Knowledge – Requires Grade 10	1	19
2	Training and Experience – Requires up to and including 1 month recent related experience	1	25
3	Physical Demands – Often lifts and carries heavy weights	6	42
4	Concentration – Sometimes checks work areas for cleanliness	2	17
5	Independence – Guided by set routines, which are well defined; makes minor changes to complete tasks	1	14
6	Judgement – Follows set routines to clean building areas and perform minor maintenance	1	14
7	Leadership/Supervision – Little or no responsibility	1	20
8	Accountability – Errors are obvious and result in loss of time for worker to correct	1	14
9	Communication – Exchange/explain factual information involving no conflict	1	14
10	Care of Individuals – Work involves cleaning living areas	1	10
11	Environment/Working Conditions – Often exposed to highly undesirable working conditions in the form of contact with refuse waste and toilets	6	50
Total Points			239
Grid Level			3

Benchmark Title **LICENSED PRATICAL NURSE – 13P**

Grid Level 13 – Paraprofessional Wage Grid

Job Summary Assesses, plans, implements and evaluates nursing care for the work assignment in accordance with the competency guidelines within the Professional Standards outlined by the College of Licensed Practical Nurses of BC and the current legislative scope of practice.

- Key Duties and Responsibilities**
1. Assesses, plans, implements and evaluates nursing care to meet the needs of clients in accordance with competency guidelines with in the established standards of practice and current legislative scope of practice.
 2. Shares knowledge, provides direction, assignment and supervision to unregulated care providers as appropriate.
 3. Provides input regarding clients’ needs, performance and progress. Attends multidisciplinary care meetings.
 4. Performs nursing care and procedures and evaluates outcomes
 5. Encourages and assists clients in activities of daily living as required, such as feeding, lifts and transfers, bathing, oral hygiene and toileting.
 6. Administers medication to clients and provides medication reminders in accordance with established policy and procedures.
 7. Observes clients and their environments, and reports unsafe conditions and behavioural, physical and/or cognitive changes to supervisor.
 8. Provides emotional support and feedback to clients and their families.
 9. Completes and maintains related records and documentation such as progress notes, observations and client charting. Reports problems and/or changes to designated staff. Answers general inquiries by telephone and in person and provides direction and routine information about programs and policies.
 10. Places purchase orders with external suppliers , receives supplies, checks invoices against orders and goods received, stores and distributes supplies, and contacts suppliers to obtain and provide general information.
 11. Identify social, economic, recreational and educational services in the community that will meet the needs of individuals and assist them to participate as appropriate and as dictated by their desires and person centered plans;
 12. Performs other duties as required.

Qualifications *Education and Knowledge*

Graduation from an approved Practical Nursing Program;

Current Registration with the College of Licensed Practical Nurses of British Columbia (CLPNBC)

Training and Experience

One year of recent related experience

Or an equivalent combination of education, training and experience recognized by the CLPNBC.

COMMUNITY SOCIAL SERVICES JOB EVALUATION PLAN RATING RATIONALE

BENCHMARK TITLE: Licensed Practical Nurse

FACTOR	REASON FOR CLASSIFICATION	DEGREE	POINTS
1	Education and Knowledge – Requires Diploma from an approved practical nursing program	4	75
2	Training and Experience – one year recent related experience.	3	75
3	Physical Demands – often pushes, pulls, lifts or carries clients in awkward positions.	7	50
4	Concentration – Often observes clients to interpret symptoms and changes in conditions and reports changes to Director of Care.	6	50
5	Independence – Guided by practical nursing standards; applies accepted work methods in selecting appropriate course of action in handling unusual client problems.	5	71
6	Judgement – Judgement required to identify symptoms and changes in client's condition. Assesses client's medical needs and chooses an approach within the scope of pre-established care plan.	6	86
7	Leadership/Supervision – little or no supervision	1	20
8	Accountability – Work is evaluated for compliance to practical nursing standards, and has direct impact on safety of clients.	5	71
9	Communication – Secures the cooperation of clients, some of whom may not be cooperate when receiving nursing care.	5	71
10	Care of Individuals – Work involved providing individualized practical nursing care plans, direct nursing care and remedial treatments.	4	40
11	Environment/Working Conditions – Often exposed to highly undesirable working conditions in the form of bodily fluids and/or waste.	6	50
Total Points			659
Grid Level			13P

Benchmark Title **NURSE – 16P**

Grid Level 16P – Paraprofessional Wage Grid

Job Summary The position provides nursing care to clients with mental and/or physical, behavioural, medical and other problems.

- Key Duties and Responsibilities**
1. Discusses, plans and evaluates nursing care and therapies of clients together with physicians, professional therapists, social workers and other professionals.
 2. Encourages patients to participate in rehabilitation, work functions, recreational community and other activities to build self-confidence and to develop life skills and relationships with others. Evaluates clients adjustments to the community and general progress. Prepares reports and/or discusses client progress with other professionals.
 3. Performs nursing care to clients such as administering prescribed medications and treatments and observing, recording and reporting symptoms and changes in patient conditions.
 4. Provides counselling, guidance and support to clients and their families and/or caregivers in health care and treatment including details in home care.
 5. Carries out established procedures to prepare essential facilities, equipment and supplies. May assist physicians in examinations, treatments minor surgery and care delivery.
 6. Provides or assists with emergencies consistent with legislative parameters and approved organization policy. May perform record keeping and other clerical duties as required.
 7. Trains support staff to carry out individual health care procedures such as medication administration, in accordance with relevant regulations and established internal procedures.
 8. May provide in-home health education and registered nursing care
 9. Performs other duties as required.

Qualifications *Education and Knowledge*
Three-year diploma in Nursing, plus registration with RNABC or RPNABC.

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: Nurse

FACTOR	REASON FOR CLASSIFICATION	DEGREE	POINTS
1	Education and Knowledge – Requires 3-year diploma in nursing and registration with the Registered Nurses' Association of British Columbia (RNABC) or the Registered Practical Nurses' Association of British Columbia (RPNABC)	5	94
2	Training and Experience – Requires 1 year recent related experience	3	75
3	Physical Demands – Once in a while, pushes, pulls, lifts or carries clients in awkward positions	5	35
4	Concentration – Often observes clients to interpret symptoms and changes in conditions to plan and evaluate nursing care and therapies	6	50
5	Independence – Guided by nursing standards; applies accepted work methods to plan and evaluate individual patient care and therapies	5	71
6	Judgement – Judgement required to identify symptoms and changes in clients' conditions and evaluate and modify nursing care and therapies accordingly	6	86
7	Leadership/Supervision – Trains support staff to carry out individual health care procedures	3	60
8	Accountability – Work performed and decisions made have direct impact on final service provided; work is evaluated for compliance to nursing standards	5	71
9	Communication – Secures the cooperation of clients, some of whom may not be cooperative when receiving nursing care	5	71
10	Care of Individuals – Work involves providing individualized nursing care plans, direct nursing care and remedial treatments	4	40
11	Environment/Working Conditions – Often exposed to highly undesirable working conditions in the form of bodily fluids and/or waste	6	50
Total Points			703
Grid Level			16P

*Note: Benchmark rated 16P as per arbitration decision of Vincent L. Ready on June 27, 2006

Benchmark Title **NUTRITIONIST – 15P**

Grid Level 15P – Paraprofessional Wage Grid

Job Summary Assesses the nutritional status of clients. Coordinates nutrition care plans, and plans and implements food supplements and vitamin supplement programs. Provides nutritional advice and education to individuals and groups.

- Key Duties and Responsibilities**
1. Assesses and monitors clients' nutritional status and identifies risks through interviews, review of records and consultation with other caregivers. Participates in case conferences and coordinates nutrition care plans.
 2. Counsels and educates individuals and groups such as women with high-risk pregnancies, new mothers and transition house residents. Makes home visits as appropriate.
 3. Plans and implements food supplement and vitamin supplement programs.
 4. Initiates client contact in the community. Assists clients in accessing community resources and refers clients to other community services and professionals as necessary.
 5. Ensures that menus and recipes meet nutritional standards and the needs of clients.
 6. Provides advice and guidance to staff and other caregivers related to clients' nutritional needs and status. Liaises with external agencies and professionals who work with clients to coordinate service delivery.
 7. Maintains related records and produces reports as required.
 8. Maintains current knowledge on literature and research in the field. Provides up to date best practice information.
 9. Performs other related duties as required.

Qualifications *Education and Knowledge*
Bachelor's degree in Dietetics or a related field and registration with the BC Dietitians and Nutritionists Association.

Training and Experience
Two (2) years recent related experience, plus one (1) year internship required for registration with the BC Dietitians and Nutritionists Association.

Or an equivalent combination of education, training and experience.

COMMUNITY SOCIAL SERVICES JOB EVALUATION PLAN RATING RATIONALE

BENCHMARK TITLE: Nutritionist

FACTOR	REASON FOR CLASSIFICATION	DEGREE	POINTS
1	Education and Knowledge – Requires a Bachelor's degree in Dietetics or a related field, plus registration with the British Columbia Dietitians' and Nutritionists' Association	6	113
2	Training and Experience – Requires 1 year internship plus 2 years recent related experience	5	125
3	Physical Demands – Often keyboards and writes reports	2	14
4	Concentration – Often listens to clients to interpret clients' nutritional status; often requires a very high degree of mental demands to define problems and develop nutrition care plans	6	50
5	Independence – Work is guided by dietetics standards; applies accepted techniques in different ways to plan, develop and evaluate nutrition care plans for clients	5	71
6	Judgement – Judgement required to modify treatment approaches based on assessments and consultations; plans and coordinates care plans	6	86
7	Leadership/Supervision – Provides advice and guidance to staff and other caregivers related to clients' nutritional needs and status	4	80
8	Accountability – Work performed and decisions made have direct impact on final service provided; work is evaluated for compliance with technical standards	5	71
9	Communication – Provides nutrition counselling and education to clients	4	57
10	Care of Individuals – Work involves identifying client risks and assessing their nutritional status; plans and implements nutrition care plans	4	40
11	Environment/Working Conditions – Sometimes exposed to moderately undesirable working conditions in the form of unpleasant dealings with clients who may be uncooperative	4	33
Total Points			740
Grid Level			15P

Benchmark Title **OCCUPATIONAL THERAPIST – 16P**

Grid Level 16P – Paraprofessional Wage Grid

Job Summary Plans, develops implements and evaluates individually designed programs of educational, vocational and recreational activities for clients with physical and/or mental disabilities to maintain, improve or restore physical and/or mental functioning.

- Key Duties and Responsibilities**
1. Assesses clients' mental, emotional and physical capacities using specialized occupational therapy techniques such as functional ability testing, observation of clients, physician referral notes and other standardized tests and procedures.
 2. Plans and develops individualized programs of occupational therapy designed to enhance capacities such as motor skills, coordination, visual sensory perception, play and self-care skills.
 3. Implements occupational therapy programs, which may include manual and creative arts, vocational skills development and recreational activities. Monitors and evaluates clients' progress make program adjustments accordingly. Recommends adaptive equipment. Provides direct therapy in individual and group settings.
 4. Supports clients' families in determining needs and goals for clients and encourages their participation in case planning. Makes home visits and assists families in accessing other programs and services. Refers families to other community services and professionals as appropriate.
 5. Provides instruction, guidance and advice to families, teachers and other caregivers on the implementation of components of the occupational therapy programs.
 6. Maintains related records and produces reports as required.
 7. Liaises with other community service providers and professionals to ensure coordinated and consistent client therapies. Participates in multi-disciplinary team and family conferences, case conferences, team and transition meetings related to client care and services.
 8. Maintains current knowledge on literature and research in the field. Provides up to date best practice information.
 9. Provides consultative and education services to clients' families, caregivers, professionals and the general public.
 10. Participates in the review of agency policies, procedures and standards related to occupational therapy services.
 11. Performs other related duties as required.

Qualifications *Education and Knowledge*
Master's degree in Occupational Therapy and registration with the appropriate provincial licensing body.

Training and Experience

Two (2) years recent related experience.

Or an equivalent combination of education, training and experience.

COMMUNITY SOCIAL SERVICES JOB EVALUATION PLAN RATING RATIONALE

BENCHMARK TITLE: Occupational Therapist

FACTOR	REASON FOR CLASSIFICATION	DEGREE	POINTS
1	Education and Knowledge – Requires a Master's Degree in Occupational Therapy or a related field	7	131
2	Training and Experience – Requires 2 years recent related experience	4	100
3	Physical Demands – Often provides direct occupational therapy in individual and group settings requiring a moderate level of physical exertion and manual dexterity	5	35
4	Concentration – Often requires a high degree of concentration in implementing occupational therapy programs	5	42
5	Independence – Guided by occupational therapy standards, applies accepted techniques in different ways to plan, develop and evaluate individual programs of occupational therapy	5	71
6	Judgement – Judgement required to modify treatment approaches to develop and evaluate programs of occupational therapy	6	86
7	Leadership/Supervision – Provides leadership and guidance to caregivers on matters such as implementation of components of the occupational therapy program	4	80
8	Accountability – Work is evaluated for compliance to occupational therapy standards; errors may result in substantial loss of time in terms of client progress	5	71
9	Communication – Facilitates participation of clients and caregivers in the implementation of occupational therapy programs	4	57
10	Care of Individuals – Work involves remedial treatments and providing individualized care plans to clients	4	40
11	Environment/Working Conditions – Often exposed to moderately undesirable working conditions from lifting and carrying heavy weights; may require specific safety precautions	5	42
Total Points			755
Grid Level			16P*

*Note: Benchmark rated 16P as per arbitration decision of Vincent L. Ready on June 27, 2006

Benchmark Title **PASSENGER VEHICLE DRIVER – 7**

Grid Level 7 – JJEK Wage Grid

Job Summary Operates a motor vehicle to transport passengers between designated locations; picks up and drops off passengers.

- Key Duties and Responsibilities**
1. Operates a motor vehicle to transport passengers to and from designated locations.
 2. Picks up and drops off passengers at designated locations, assisting them in boarding and disembarking the vehicle as necessary. Operates lifts, such as wheelchair lifts, to board passengers as necessary.
 3. Ensures the safety of passengers by performing duties such as informing passengers of and ensuring compliance with safety precautions, ensuring that wheelchairs and child restraints are secured, and managing problems and emergencies that arise in accordance with established guidelines.
 4. Performs routine inspection and maintenance duties on vehicles and equipment such as cleaning and fuelling vehicles, checking fan belts, lights and tires and maintaining fluid levels. Recommends vehicle and equipment repairs as required.
 5. Maintains related records in accordance with established procedures and guidelines.
 6. Performs other related duties as required.

Qualifications *Education and Knowledge*
Grade 10, plus valid BC driver's license.

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: Passenger Vehicle Driver

FACTOR	REASON FOR CLASSIFICATION	DEGREE	POINTS
1	Education and Knowledge – Requires completion of Grade 10, plus valid motor vehicle license	1	19
2	Training and Experience – Requires up to 1 years recent related experience	3	75
3	Physical Demands – Occasionally push, pull, lift or carry clients in awkward positions	5	35
4	Concentration – Often observes clients and traffic flows	4	33
5	Independence – Work is guided by specific procedures; responds to clients needs and emergencies in accordance to established guidelines	2	29
6	Judgement –Selects known actions in assisting clients in boarding and disembarking the vehicle and ensuring the safety of clients	2	29
7	Leadership/Supervision – Little or no responsibility	1	20
8	Accountability – Work has direct impact on service and on passengers; errors result in work flow disruption such as clients being late for appointments or activities	3	43
9	Communication – Clarifies factual information to settle requests of clients	2	29
10	Care of Individuals – Work involves observing and controlling the movement of clients	3	30
11	Environment/Working Conditions – Pace of work is controlled by set schedules; often faced with multiple demands with very tight time pressures to finish pickups and drop-offs; works in all weather conditions	6	50
Total Points			392
Grid Level			7

Benchmark Title **PHYSIOTHERAPIST – 16P**

Grid Level 16P – Paraprofessional Wage Grid

Job Summary Plans, develops, implements and evaluates individually designed programs of physical treatment to clients with disabilities to maintain, improve or restore physical functioning, alleviate pain and minimize or prevent physical dysfunction.

- Key Duties and Responsibilities**
1. Assesses and evaluates clients' physical abilities using functional ability testing, other tests and procedures, observation, and physician referral notes.
 2. Plans and develops programs of physiotherapy derived from the assessment process. Makes program adjustments based on client progress.
 3. Implements physiotherapy programs such as motor learning, balance and coordination, gait training, exercise programs and prescription of adapted equipment. Uses a combination of supplemental home/work exercise regimes, electro/hydro-therapeutic and other mechanical equipment in individual and group settings.
 4. Encourages clients to adopt ergonomically sound lifting and other movements, exercises and periodic work/exercise breaks to minimize muscle, bone and tendon strain(s) and injury potential.
 5. Prepares and maintains clinical and statistical records. Confers with other health care professionals to ensure coordinated and consistent client therapies.
 6. Counsels and guides families, teachers and other caregivers on home exercises and physical limit cautions for young or mentally handicapped clients.
 7. Keeps current on literature and research in the field. Provides up-to-date best practice information.
 8. Develops and implements group and/or community preventative and information programs to minimize physical injury or strains and encourages client participation in community programs.
 9. Provides consultative and education services to professionals, agencies and the general public.
 10. Performs other related duties as required.

Qualifications *Education and Knowledge*

Master's degree in Physiotherapy, plus registration with the appropriate provincial licensing body.

Training and Experience

Two (2) years recent related experience.

Or an equivalent combination of education, training and experience.

**COMMUNITY SOCIAL SERVICES JOB EVALUATION PLAN
RATING RATIONALE**

BENCHMARK TITLE: Physiotherapist

FACTOR	REASON FOR CLASSIFICATION	DEGREE	POINTS
1	Education and Knowledge – Requires a Master’s degree in Physiotherapy, plus registration with the appropriate provincial licensing body	7	131
2	Training and Experience – Requires 2 years recent related experience	4	100
3	Physical Demands – Often requires worker to use very fine manual dexterity and motor skills to implement physiotherapy programs	6	42
4	Concentration – Often requires a high degree of precision in implementing physiotherapy programs and operating related equipment	5	42
5	Independence – Guided by physiotherapy standards, applies accepted physiotherapy techniques in different ways to plan, develop, and evaluate individual programs of physical treatment	5	71
6	Judgement – Judgement required to modify physical treatment approaches to develop and evaluate individual physical treatment programs	6	86
7	Leadership/Supervision – Provides leadership and guidance to caregivers on matters such as home exercises and clients’ physical limits	4	80
8	Accountability – Work is evaluated for compliance to physiotherapy standards; errors may result in substantial loss of time in terms of delay in client progress	5	71
9	Communication – Facilitates participation of clients and caregivers in physiotherapy programs by communicating physical treatment methods, ergonomically sound movements, home exercises, and clients’ physical limits	4	57
10	Care of Individuals – Work involves remedial treatments, and providing individualized care plans	4	40
11	Environment/Working Conditions – Often exposed to moderately undesirable working conditions in the form of lifting and carrying heavy weights; may require specific safety precautions	5	42
Total Points			762
Grid Level			16P*

*Note: Benchmark rated 16P as per arbitration decision of Vincent L. Ready on June 27, 2006

Benchmark Title **PROGRAM COORDINATOR 1 – 12**

Grid Level 12 – JJEP Wage Grid

Job Summary Plans, implements, and oversees the day-to-day activities of a program. Participates in program development, policies and procedure formulation, program evaluation and budget preparation.

- Key Duties and Responsibilities**
1. Plans and implements activities and special events for a program.
 2. Oversees the day-to-day operation of the program by ensuring that the necessary facilities and equipment are in place, program guidelines and policies are adhered to, and program standards and licensing requirements are met.
 3. Recruits, selects, dismisses, orients, trains, monitors and provides support to program volunteers.
 4. Makes recommendation to the supervisor regarding program development, policy and procedure formulation and program evaluation.
 5. Promotes public awareness of and support for the program by performing duties such as producing promotional materials and attending community events.
 6. Liaises with community service providers and other professionals to coordinate service provision, facilitate referrals to the program and represent the organization or program in external events.
 7. Monitors and authorizes program expenditures and maintains financial records in accordance to established procedures. Provides input to the supervisor in the preparation of the program budget.
 8. Maintains related records and statistics and produces reports as required.
 9. Performs other related duties as required.

Qualifications *Education and Knowledge*
Diploma in a related human / social service related field.

Training and Experience

Two (2) years recent related experience.

Or an equivalent combination of education, training and experience.

**COMMUNITY SOCIAL SERVICES JOB EVALUATION PLAN
RATING RATIONALE**

BENCHMARK TITLE: Program Coordinator 1

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 2 years recent related experience	4	100
3	Physical Demands – Often involves very light physical exertion in performing duties such as writing reports and keyboarding	2	14
4	Concentration – Often reads and prepares program documents and reports; sometimes focus on budgets to monitor expenditures	4	33
5	Independence – Guided by agency policies and program guidelines, applies accepted work methods in a different way to plan, implement and oversee day to day operation of a program	5	71
6	Judgement – Apply analysis and interpretation of program operations and choose an approach using accepted procedures to plan, implement and oversee the operation of a program	5	71
7	Leadership/Supervision – Recruits, selects, dismisses, orients, trains, monitors and provide support to program volunteers	3	60
8	Accountability – Work performed and decisions made have direct impact on program service provided; errors may result in significant interruption and delay in program delivery; work has impact on agency's external relationships with other community service providers	5	71
9	Communication – Facilitates joint effort of supervisors, volunteers, other community service providers and professionals who are normally cooperative to coordinate program delivery, service provision and referrals to the program	4	57
10	Care of Individuals – Provides for well being of clients through the program	3	30
11	Environment/Working Conditions – Sometimes faced with multiple demands with time pressures to finish specific job tasks	4	33
Total Points			615
Grid Level			12

Benchmark Title **PROGRAM COORDINATOR 2 – 14**

Grid Level 14 – JJEP Wage Grid

Job Summary Plans, develops and implements and oversees the day-to-day operation of a program. Supervises program staff.

- Key Duties and Responsibilities**
1. Plans and develops a program in consultation with the supervisor. Plans and implements program activities and special events.
 2. Formulates program policies and procedures and evaluates the program in consultation with the supervisor.
 3. Oversees the day-to-day operation of the program by ensuring that the necessary facilities and equipment are in place, program guidelines and policies are adhered to, and program standards and licensing requirements are met.
 4. Supervises program staff by performing duties such as assigning work, providing feedback on performance, and conducting performance evaluations.
 5. Participates in the recruitment and selection of program staff by performing duties such as screening applicants, participating on interview panels, and making hiring recommendations.
 6. Schedules program staff in accordance to program staffing requirements.
 7. Orients, determines the need for and provides training to program staff, volunteers and practicum students.
 8. Monitors and authorizes program expenditures and maintains financial records in accordance with established procedures. Prepares the program budget for submission and presentation to senior management and/or the Board of Directors.
 9. Promotes public awareness of and support for the program by performing duties such as producing promotional materials and attending community events.
 10. Liaises with community service providers and other professionals to coordinate service provision, facilitate referrals to the program and represent the organization or program in external events.
 11. Maintains related records and statistics and produces reports as required.
 12. Performs other related duties as required.

Qualifications *Education and Knowledge*

Diploma in a related human / social service field.

Training and Experience

Three (3) years recent related experience including one (1) year supervisory or administrative experience.

Or an equivalent combination of education, training and experience.

**COMMUNITY SOCIAL SERVICES JOB EVALUATION PLAN
RATING RATIONALE**

BENCHMARK TITLE: Program Coordinator 2

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 3 years recent related experience including 1 year supervisory	5	125
3	Physical Demands – Often involves very light physical exertion in performing duties such as writing reports and keyboarding	2	14
4	Concentration – Often requires a high degree of mental demands to adapt to a variety of tasks and procedures such as program planning, policy and procedure formulation and supervision of program staff	5	42
5	Independence – Guided by agency policies and program guidelines, plans, develops, oversees and evaluates a program	6	86
6	Judgement – Modify operational approaches in working with changing program needs to plan, develop, implement and evaluate a program	6	86
7	Leadership/Supervision – Oversees the day to day operation of a program; participates in staff recruitment and selection, assigns work, schedules staff and conducts performance evaluations	4	80
8	Accountability – Work performed and decisions made have significant impact on program service provided; errors may result in significant interruption and delay in program delivery and the work performed by subordinates; work has impact on agency's external relationships with other community service providers	6	86
9	Communication – Facilitates joint effort of subordinates, supervisor, and community service providers who are normally cooperative to coordinate program delivery, service provision and referrals to the program	4	57
10	Care of Individuals – Provides for clients development through the program; may lead, develop or provide advice on client service plans	3	30
11	Environment/Working Conditions – Sometimes faced with multiple demands with time pressures to finish specific job tasks	4	33
Total Points			714
Grid Level			14

Benchmark Title **RECONNECT WORKER – 10**

Grid Level 10 – JJEJ Wage Grid

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
Total Points			564
Grid Level			10

Benchmark Title **RESIDENCE COORDINATOR – 14**

Grid Level 14 – JJEP Wage Grid

Job Summary Oversees the day-to-day operations of a residence, provides ongoing supervision of staff and evaluates program policies.

- Key Duties and Responsibilities**
1. Develops, implements and evaluates residence goals, objectives policies and procedures and ensures the required standards are maintained. Identifies both physical and program needs of the residence to appropriate authority. Plans with staff for changes.
 2. Schedules, supervises and evaluates residence staff and monitors daily operations. Assists in recruiting and selecting of staff and provides guidance, training and orientation on policies, procedures, techniques, report preparation or other matters arising in the residence. Identifies the needs of staff for professional development.
 3. Provides leadership, guidance and participates with staff, families and others in planning and providing client plans, case conferencing, case management and the preparation of related documents and reports. Completes personal service plan for client.
 4. Monitors, authorizes and allocates expenditures within the operating budget for the year and assists senior management in preparing the budget. Prepares and maintains related documentation.
 5. Liaises with the community, government, families, officials, professionals, and organization staff and promotes community involvement in the program.
 6. Ensures the cleanliness, safety, security and maintenance of the residence in accordance with licensing standards either directly or through delegation to staff.
 7. Maintains the residence's inventory of supplies.
 8. Works as a residence worker performing the duties as required.
 9. Performs other related duties as required.

Qualifications *Education and Knowledge*

Diploma in a related human / social service field.

Training and Experience

Three (3) years recent related experience, including one (1) year supervisory or administrative experience.

Or an equivalent combination of education, training and experience.

COMMUNITY SOCIAL SERVICES JOB EVALUATION PLAN RATING RATIONALE

BENCHMARK TITLE: Residence Coordinator

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 3 years recent related experience including 1 year of supervisory or administrative experience	5	125
3	Physical Demands – Once in a while, lifts and carries clients in awkward positions	5	35
4	Concentration – Often requires a high degree of mental demands to adapt to a variety of tasks and procedures such as developing residence policies and procedures, monitoring expenditures and budgets and supervising residence staff	5	42
5	Independence – Guided by general policies; applies work methods in different ways to oversee the day to day operations of a residence	5	71
6	Judgement – Applies analysis and interpretation of residence operations and staff performance and choose an approach using accepted work methods to develop residence goals, objectives, policies and procedures and evaluate staff	5	71
7	Leadership/Supervision – Oversees the day to day operation of a residence; schedules, supervises and evaluates staff	4	80
8	Accountability – Significant positive or negative effect on the agency; work performed and decisions made have an impact on program service provided; decisions/errors have a moderate impact on operations; work may have an impact on agency's external relationships with other community service providers	6	86
9	Communication – Facilitates joint effort of residence staff to plan for changes, provide client case plans and coordinate the operation of the residence	4	57
10	Care of Individuals – Provides leadership, guidance and participates with staff in planning and providing client plans; completes personal service plan for clients	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; sometimes exposed to bodily fluids and/or waste when providing direct personal hygiene care	5	42
Total Points			724
Grid Level			14

Benchmark Title	RESIDENCE WORKER – 10
Grid Level	10 – JJEP Wage Grid
Job Summary	Assists clients to live successfully in residential settings such as group homes. Ensures that clients' physical, emotional social, educational, medical needs are met. Assists clients to enhance quality of life with activities of daily living and the development of life skills.
Key Duties and Responsibilities	<ol style="list-style-type: none"> 1. Participates in the assessment, goal setting and program planning (Personal Service Plan) for individuals living in a residence. Documents, implements and provides input into the evaluation of the program. 2. Provides life skills training such as meal preparation, housekeeping, personal care skills and personal finance and implements personal service plans. 3. Assists clients with activities of daily living such as feeding, lifts, transfers, hygiene, grooming and toileting. This may include transfer of function duties such as gastrostomy feeding, tracheostomy management, and suction and bowel management. 4. Participates in various client-focused activities in accordance with care plans. 5. Recognizes, analyzes and deals with potential emergency situations such as clients' aggressive behaviour to ensure no harm comes to the client and/or the public. Reports problems to the supervisor. 6. Administers medication to clients in accordance with established policy. 7. Assists with case management by identifying potential problems and reporting any difficulties. Provides input to counsellor, professional, with regard to the development of appropriate program plans to achieve residents' objectives. Contributes to the evaluation of residents' progress and prepares reports. 8. Provides emotional support and feedback to residents and their families. 9. Transports and assists residents to appointments, shopping or leisure activities. 10. Performs residence maintenance and housekeeping duties such as laundry, sweeping, mopping floors, mowing lawns, inventory, shopping, cleaning equipment and food services. 11. Maintains reports such as statistics, logbooks, daily activities on residents. 12. Identifies social, economic, recreational and educational services in the community that will meet clients' needs. Maintains liaison with other agencies, professionals, government officials and the community. 13. Performs other related duties as required.
Qualifications	<p><i>Education and Knowledge</i></p> <p>Certificate in a related human / social service field.</p> <p><i>Training and Experience</i></p> <p>One (1) year recent related experience.</p> <p>Or an equivalent combination of education, training and experience.</p>

**COMMUNITY SOCIAL SERVICES JOB EVALUATION PLAN
RATING RATIONALE**

BENCHMARK TITLE: Residence Worker

FACTOR	REASON FOR CLASSIFICATION	DEGREE	POINTS
1	Education and Knowledge – Requires a certificate in a related human /social service field	3	56
2	Training and Experience – Requires 1 year recent related experience	3	75
3	Physical Demands – Often pushes, pulls, lifts or carries clients in awkward positions	7	50
4	Concentration – Monitors clients almost continuously to ensure that clients' safety needs are met	5	42
5	Independence – Guided by specific procedures and instructions; selects courses of action to provide personal hygiene care, life skills training and assistance with activities of daily living to residents	3	43
6	Judgement – Assesses clients' practical needs and chooses an approach using accepted procedures and techniques to assist residents in activities of daily living and provide life skills training	4	57
7	Leadership/Supervision – Little or no responsibility	1	20
8	Accountability – Work is reviewed for adherence to instructions and has direct impact on service provided; errors may result in limited waste of resources and have limited safety impacts	3	43
9	Communication – Facilitates clients' participation in activities of daily living; clients are normally cooperative	4	57
10	Care of Individuals – Work involves caring for clients including feeding and hygiene and providing emotional support	4	40
11	Environment/Working Conditions – Often exposed to highly undesirable working conditions in the form of bodily fluids and/or waste	6	50
Total Points			533
Grid Level			10

Benchmark Title **RESIDENCE WORKER, SENIOR – 12**

Grid Level 12 – JJEP Wage Grid

Job Summary Assists the supervisor in providing orientation, training, work direction and guidance to residence workers. Assists clients to live successfully in residential settings such as group homes. Ensures that clients' physical, emotional, social, educational, medical needs are met. Assists clients to enhance quality of life with activities of daily living and the development of life skills.

- Key Duties and Responsibilities**
1. Assists the supervisor in providing orientation, training, work direction and guidance to residence workers by performing duties such as clarifying program policies, reviewing work, and scheduling residence workers. Provides input to residence workers' performance evaluations.
 2. May oversee the operation of the residence in the absence of the supervisor or as directed.
 3. Participates in the assessment, goal setting and program planning (Personal Service Plan) for individuals living in a residence. Documents, implements and provides input into the evaluation of the program.
 4. Provides life skills training such as meal preparation, housekeeping, personal care skills and personal finance and implements personal service plans.
 5. Assists clients with activities of daily living such as feeding, lifts, transfers, hygiene, grooming and toileting.
 6. Participates in various client-focused activities in accordance with care plans.
 7. Recognizes, analyzes and deals with potential emergency situations such as clients' aggressive behaviour to ensure no harm comes to the client and/or the public. Reports problems to the supervisor.
 8. Administers medication to clients in accordance with established policy.
 9. Assists with case management by identifying potential problems and reporting any difficulties. Provides input to counsellor, professional with regard to the development of appropriate program plans to achieve residents' objectives. Contributes to the evaluation of residents' progress and prepares reports.
 10. Provides emotional support and feedback to residents and their families.
 11. Transports and assists residents to appointments, shopping or leisure activities.
 12. Performs residence maintenance and housekeeping duties such as laundry, sweeping, mopping floors, mowing lawns, inventory, shopping, cleaning equipment and food services.
 13. Maintains reports such as statistics, logbooks, daily activities on residents.
 14. Identifies social economic, recreational and educational services in the community that will meet clients' needs. Maintains liaison with other agencies, professionals, government officials and the community.
 15. Performs other related duties as required.

Qualifications *Education and Knowledge*
Certificate in a related human / social service field.

Training and Experience
Two (2) years recent related experience.

Or an equivalent combination of education, training and experience.

**COMMUNITY SOCIAL SERVICES JOB EVALUATION PLAN
RATING RATIONALE**

BENCHMARK TITLE: Residence Worker, Senior

FACTOR	REASON FOR CLASSIFICATION	DEGREE	POINTS
1	Education and Knowledge – Requires a certificate in a related human/social service field	3	56
2	Training and Experience – Requires 2 years recent related experience	4	100
3	Physical Demands – Once in a while pushes, pulls, lifts or carries clients in awkward positions	5	35
4	Concentration – Monitors clients almost continuously to ensure that clients' needs are met	5	42
5	Independence – Guided by general procedures or instructions; selects amongst alternate courses of action to assist in the supervision of residence workers and to oversee the operation of residence in the supervisor's absence	4	57
6	Judgement – Assesses clients' practical needs and chooses an approach using accepted procedures and techniques to assist residents in activities of daily living and provide life skills training	4	57
7	Leadership/Supervision – Schedules residence workers, reviews work and provides input to performance evaluations	3	60
8	Accountability – Decisions may impact residence workers' output; work has direct impact on the final service provided but limited to within the agency	4	57
9	Communication – Facilitates participation and joint effort of residents and residence workers who are normally cooperative	4	57
10	Care of Individuals – Work involves caring for clients, including feeding, providing hygiene and emotional support	4	40
11	Environment/Working Conditions – Often exposed to highly undesirable working conditions in the form of bodily fluids and/or waste	6	50
Total Points			611
Grid Level			12

**Benchmark
Title**

RESIDENTIAL CHILD AND YOUTH WORKER – 10

Grid Level

10 – JJEP Wage Grid

Job Summary

Provide care to children / youth with moderate to severe behavioural problems in a residential setting.

**Key Duties and
Responsibilities**

1. Participates in the assessment, goal setting and progress evaluation of children / youth.
2. Teaches children / youth to relate in a socially appropriate manner through the use of daily routines and activities.
3. Monitors clients in a residential setting and ensures their safety and well-being.
4. Provides behaviour management counselling to clients on a one-to-one and/or group basis by performing duties such as providing feedback on clients' behaviour, teaching coping techniques and adaptive behaviour and providing guidance and support.
5. Provides emotional support and crisis intervention to clients which may include non-violent physical interventions.
6. Ensures communication and liaison between group home, school, family and the community.
7. Ensures that clients' physical needs are met by performing duties such as assisting with basic personal hygiene, preparing meals, and administering medication as required in accordance with established guidelines, procedures and instructions.
8. Maintains reports such as statistics, logbooks, daily activities on residents.
9. Carries out household duties such as meal preparation and household cleaning.
10. Administers medication to clients in accordance with established policy.
11. Accompanies clients to appointments and community outings.
12. Performs other related duties as required.

Qualifications

Education and Knowledge

Diploma in a related human / social service field.

Training and Experience

Two (2) years recent related experience.

Or an equivalent combination of education, training and experience.

COMMUNITY SOCIAL SERVICES JOB EVALUATION PLAN RATING RATIONALE

BENCHMARK TITLE: Residential Child and Youth 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 2 years recent related experience	4	100
3	Physical Demands – Sometimes requires moderate physical exertion in restraining clients	4	28
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 a different way to provide programs for high risk youth	4	57
6	Judgement – Applies analysis and interpretation of residential clients' behavioural and/or emotional problems and chooses an approach using accepted counselling methods to provide behaviour management counselling, emotional support, crisis intervention and skill building to clients	5	71
7	Leadership/Supervision – Little or no responsibility	1	20
8	Accountability – Work is reviewed for adherence to instructions and has direct impact on service provided; errors may result in limited waste of resources and have limited safety impacts	3	43
9	Communication – Uses influence or persuasion techniques to provide behaviour management counselling to clients who may not cooperate	5	71
10	Care of Individuals – Assesses clients with behavioural and emotional problems and provides , emotional support, crisis intervention and skill building to clients	4	40
11	Environment/Working Conditions – Almost always exposed to moderately undesirable working conditions in the form of dealings with clients who are uncooperative or have behavioural problems	6	50
Total Points			605
Grid Level			10

**Benchmark
Title**

RETAIL SUPERVISOR – 10

Grid Level

10 – JJEP Wage Grid

Job Summary

Oversees the operation of a retail store and performs duties to ensure its smooth operation as required. Orients, trains, schedules, monitors and provides direction to store staff and volunteers.

**Key Duties and
Responsibilities**

1. Orients, trains, schedules, monitors, evaluates and provides direction to store staff and volunteers; complete timesheets and attendance records.
2. Promotes the store by performing duties such as placing advertisements in newspapers, on radio and television and attending trade shows.
3. Purchases products for sale and purchases supplies.
4. Receives product donations and prepares them for display in the store according to established policies by performing duties such as sorting, pricing, folding, hanging and maintaining related records.
5. Maintains or changes product displays including those required for periodic sale events.
6. Performs product inventory in accordance with established policies and maintains related records.
7. Greets and assists customers with product selection.
8. Operates cash register and processes cash, debit card, and credit card sale transactions.
9. Handles cash and receipts for the sale of merchandise by performing duties such as counting the float, balancing cash, providing change, sorting and securing cash.
10. Prepares and makes bank deposits; maintains financial records such as the daily journal.
11. Opens and closes the store by performing duties such as placing and removing signage, opening and closing tills, unlocking and securing the store.
12. Provides information about the retail store(s) and service(s) to members of the public in person and over the phone.
13. Maintains the cleanliness of the store by ensuring that maintenance duties are completed and by performing duties such as cleaning windows, sweeping floors and dusting product shelves as required.
14. Performs other related duties as required.

Qualifications

Education and Knowledge

Grade 12.

Training and Experience

Two (2) years recent related experience, including one (1) year supervisory experience.

Or an equivalent combination of education, training and experience.

**COMMUNITY SOCIAL SERVICES JOB EVALUATION PLAN
RATING RATIONALE**

BENCHMARK TITLE: Retail Supervisor

FACTOR	REASON FOR CLASSIFICATION	DEGREE	POINTS
1	Education and Knowledge – Requires Grade 12	2	38
2	Training and Experience – Requires 2 years recent related experience including one year supervisory experience	4	100
3	Physical Demands – Sometimes kneels, bends, crouches, reaches or stretches to cashier and maintain inventory; occasionally lifts and carries moderate weight items	3	21
4	Concentration – Often focuses on documents while performing inventory, cashier and purchasing functions	4	33
5	Independence – Guided by general procedures or instructions, selects amongst alternative courses of action to supervise retail workers, maintain price and inventory control systems	4	57
6	Judgement – Assesses inventory levels to guide purchasing decisions; assesses the performance of retail workers to conduct performance evaluation and provide direction	4	57
7	Leadership/Supervision – Supervises retail workers by scheduling and assigning work, providing input to evaluations, and determining and providing training	4	80
8	Accountability – Work performed and decisions made have direct impact on the operation of the retail store and other programs through revenue enhancement. Errors may cause moderate financial loss	5	71
9	Communication – Facilitates participation and joint effort of retail workers and volunteers to operate a retail store; retail workers and volunteers are normally cooperative.	4	57
10	Care of Individuals – Little or no responsibility.	1	10
11	Environment/Working Conditions – Pace of work is usually controlled by the employee, but once in a while there are some time pressures to finish specific job tasks such as completing timesheets and performing inventory	2	17
Total Points			541
Grid Level			10

Benchmark Title **RETAIL WORKER – 5**

Grid Level 5 – JJEK Wage Grid

Job Summary Prepares products for sale in a retail store. Maintains product displays, assists customers with purchases and processes transactions.

- Key Duties and Responsibilities**
1. Receives product donations and prepares them for display in the store according to established guidelines by performing duties such as sorting, pricing, folding, hanging and maintaining related records.
 2. Maintains or changes product displays including those required for periodic sale events.
 3. Greets and assists customers with product selection.
 4. Operates cash register and processes cash, debit card, and credit card sale transactions.
 5. Handles cash and receipts for the sale of merchandise by performing duties such as counting the float, balancing cash, providing change, sorting and securing cash.
 6. Opens and closes the store by performing duties such as placing and removing signage, opening and closing tills, unlocking and securing the store.
 7. Provides information about the retail store(s) and service(s) to members of the public in person and over the phone.
 8. Maintains the cleanliness of the store by performing duties such as cleaning windows, sweeping floors and dusting product shelves.
 9. Performs other related duties as required.

Qualifications *Education and Knowledge*

Grade 12.

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: Retail Worker

FACTOR	REASON FOR CLASSIFICATION	DEGREE	POINTS
1	Education and Knowledge – Requires Grade 12	2	38
2	Training and Experience – Requires 1 year recent related experience	3	75
3	Physical Demands – Often kneels, bends, crouches, reaches or stretches to cashier and maintain inventory; sometimes lifts and carries moderate weights, occasionally lifts and carries heavy weights	4	28
4	Concentration – Sometimes requires a moderate level of concentration in examining the condition of goods and performing cashier duties	3	25
5	Independence – Guided by specific procedures that have oral instruction, changes the order of completion in performing cashiering, stocking and cleaning duties	2	29
6	Judgement – Selects amongst known actions while cashiering, stocking and cleaning	2	29
7	Leadership/Supervision – Little or no responsibility	1	20
8	Accountability – Work may indirectly impact success of retail store; errors may result in loss of own time to correct; work is controlled by adherence to instructions	2	29
9	Communication – Deals with and settles requests of customers by clarifying factual information	2	29
10	Care of Individuals – Little or no responsibility	1	10
11	Environment/Working Conditions – Pace of work is usually controlled by the employee, but sometimes there are some time pressures to finish specific job tasks such as completing cash transactions and changing product displays for sale events	3	25
Total Points			337
Grid Level			5

**Benchmark
Title**

SCHOOL AGED CHILD WORKER – 9

Grid Level

9 – JJEK Wage Grid

Job Summary

Delivers child care programming to school aged children, including children with special needs. Develops and implements developmentally appropriate educational and recreational activities for children in before and after school programs including school holidays.

**Key Duties and
Responsibilities**

1. Plans, carries out and evaluates age-specific activities for children in the centre or in the community. Develops daily schedules that include indoor/outdoor, active/quiet and individual/group activities. Monitors children's conduct and ensures their safety.
2. Develops individualized and group programs depending on children's needs. Recommends referrals or additional services for children with professionals such as behavioural therapists, occupational therapists and speech language pathologists.
3. Provides behavioural intervention and support for children to assist in the development of their physical, cognitive, emotional and social skills.
4. Reports on progress, behaviours of children and other outstanding issues. Maintains required records and statistics.
5. Participates in short and long term planning and evaluation of school aged child care programs offered by the organization. Provides recommendations for change to the supervisor.
6. Attends to children's special and physical needs such as toileting, eating and transferring.
7. Ensures a healthy and safe environment in which the children can interact. Observes and removes potential hazards.
8. Administers first aid and medication as required.
9. Communicates with families about children's growth and development. Requests input from and participation of parents in the development of programs. Confers with parents with regard to unusual or problematic issues.
10. Performs other related duties as required.

Qualifications

Education and Knowledge

Grade 12, plus post secondary training in child care or a related field of up to one (1) year.

Training and Experience

Six (6) months recent related experience.

Or an equivalent combination of education, training and experience.

**COMMUNITY SOCIAL SERVICES JOB EVALUATION PLAN
RATING RATIONALE**

BENCHMARK TITLE: School Aged Child Worker

FACTOR	REASON FOR CLASSIFICATION	DEGREE	POINTS
1	Education and Knowledge – Requires Grade 12 plus post secondary courses in child care or a related field of up to one year	3	56
2	Training and Experience – Requires 6 months recent related experience	2	50
3	Physical Demands – Often lifts and carries moderate weight children	5	35
4	Concentration – Monitors and observes children almost continuously involving a moderate level of vigilance and attentiveness	5	42
5	Independence – Guided by general instructions , selects amongst alternative courses of action to develop individualized and group programs	4	57
6	Judgement – Assesses children’s behaviour and developmental requirements and chooses an approach using accepted methods and techniques to develop programs and evaluate activities for children in before and after school programs	4	57
7	Leadership/Supervision – Little or no responsibility	1	20
8	Accountability – Work has direct impact on the service and limited safety impact	3	43
9	Communication – Facilitates participation of children in activities; facilitates joint effort of parents in development of children’s programs	4	57
10	Care of Individuals – Work includes providing hygiene care to children, assessing needs of children and providing daily programs	4	40
11	Environment/Working Conditions – Sometimes exposed to highly undesirable working conditions in the form of contact with bodily fluids and/or waste	5	42
Total Points			499
Grid Level			9

Benchmark Title **SCHOOL BASED PREVENTION WORKER – 11**

Grid Level 11 – JJEP Wage Grid

Job Summary Develops, implements and evaluates health promotion and substance misuse prevention activities for youth. Educates youth, parents and school personnel on issues related to substance misuse.

- Key Duties and Responsibilities**
1. In consultation with school personnel and community organizations, develops, implements and evaluates health promotion and substance misuse prevention activities such as information sessions, classroom presentations, group discussions and educational opportunities for youth.
 2. Supports teachers in class presentations by providing information, educational resources and promotional materials.
 3. Provides information to youth and parents on community resources and recommends appropriate services as required.
 4. Educates school personnel on health promotion and substance misuse prevention by participating in meetings, conducting in-service education sessions, and providing educational resources and promotional materials.
 5. Assists in the planning of and participates in substance misuse awareness initiatives such as Drug Awareness Week and Counter Attack Clubs.
 6. Provides recommendation on and participates in the development of school health policies and initiatives.
 7. Maintains related records and provides reports to the supervisor as required.
 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: School Based Prevention 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 students to respond to inquiries	4	33
5	Independence – Guided by social work standards and program guidelines, plans, implements, modifies and evaluates educational and support activities in schools	6	86
6	Judgement – Applies analysis and interpretation of substance abuse / misuse issues and chooses an approach using accepted prevention methods to develop a variety of education and support activities and peer helping programs	5	71
7	Leadership/Supervision – Little or no responsibility	1	20
8	Accountability – Work performed and decisions made have direct impact on the service provided and beyond the agency (e.g., the school and students); evaluated for appropriateness and conformity to program policies	5	71
9	Communication – Uses persuasion and influence techniques to educate teachers/youth/parents on health promotion and substance abuse	5	71
10	Care of Individuals – Develop and implement health promotion and substance misuse prevention activities	3	30
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			579
Grid Level			11

Benchmark Title **SETTLEMENT & INTEGRATION WORKER – 10**

Grid Level 10 – JJEP Wage Grid

Job Summary Provides settlement and integration services to immigrants and refugees.

- Key Duties and Responsibilities**
1. Provides orientation services and needs assessment to clients. Provides information about and referrals to community resources.
 2. Provides guidance and support to clients experiencing difficulties with settlement and integration to assist them in problem-solving and accessing appropriate services and resources.
 3. Provides translation and interpretation services to clients to facilitate their access to community services by providing verbal translation and interpretation and written translation of forms such as MSP enrolment, Social Insurance Number application, and Child Tax Benefits application.
 4. Plans and/or conducts group information sessions on topics related to settlement.
 5. Maintain records, statistics and all required documentation. Provides reports on clients as required.
 6. Maintains liaison with other agencies, professionals and the community.
 7. Accompanies clients to appointments such as community services and government.
 8. Performs other related duties as required.

Qualifications *Education and Knowledge*

Diploma in a related human / social service field.
Proficiency in a second language.

Training and Experience

One year recent related experience.

Or an equivalent combination of education, training and experience, plus proficiency in a second language.

**COMMUNITY SOCIAL SERVICES JOB EVALUATION PLAN
RATING RATIONALE**

BENCHMARK TITLE: Settlement and Integration Worker

FACTOR	REASON FOR CLASSIFICATION	DEGREE	POINTS
1	Education and Knowledge – Requires a diploma in a related human / social service field plus proficiency in a second language	5	94
2	Training and Experience – Requires 1 year recent related experience	3	75
3	Physical Demands – Often involves very light physical exertion in writing and maintaining records; freedom of movement exists	2	14
4	Concentration – Often listens to clients to respond to inquiries	4	33
5	Independence – Guided by general procedures or instructions, selects amongst alternate courses of action to provide orientation services, guidance and problem solving to clients	4	57
6	Judgement – Assesses clients' settlement needs and chooses an approach using accepted work methods to provide orientation services, guidance and problem solving to clients	4	57
7	Leadership/Supervision – Little or no responsibility	1	20
8	Accountability – Work has direct impact on the final service provided with limited impact outside the agency; Work is evaluated for overall appropriateness	4	57
9	Communication – Involves influence or persuasion techniques to assist clients who are typically experiencing difficulties with settlement and integration; provides translation and interpretation service to clients	5	71
10	Care of Individuals – Work involves settlement needs assessment and providing orientation services, guidance and support to assist settlement of clients	4	40
11	Environment/Working Conditions – Once in a while exposed to moderately undesirable working conditions in the form of unpleasant dealings with clients who are upset, demanding or unpredictable	3	25
		Total Points	543
		Grid Level	10

Benchmark Title **SPECIAL SERVICES WORKER – 11**

Grid Level 11 – JJEJ Wage Grid

Job Summary Provides a variety of support services such as conflict resolution, counselling, crisis intervention, supervision and transportation to children, adults or families who have been referred by the Ministry of Children and Family Development where a child has been found to be at risk. Performs these duties primarily on an outreach basis.

- Key Duties and Responsibilities**
1. Interviews clients to prepare histories and background information. Assists in the identification of social, emotional and behavioural problems by reporting observations to the integrated case management team.
 2. Plans, organizes and implements short term, developmental and issue specific interventions and activities to meet clients' needs.
 3. Provides support services directly to the child and/or family such as conflict resolution, short term crisis intervention, and parenting skill building. Plans, prepares and conducts anger and behaviour management counselling to clients on an one-on-one and/or group basis by performing duties such as providing feedback on clients' behaviour, teaching coping techniques and adaptive behaviour, and providing guidance and support.
 4. Identifies and participates in social and recreational activities in the community that meet clients' needs. Provides life skill, social and interpersonal skill-building and models appropriate behaviour through these activities.
 5. Provides input to the integrated case management team for the development of client service plans. Participates in discharge planning with the integrated case management team.
 6. Provides reports on activities and the child's involvement and growth to a Ministry Social Worker and the integrated case management team.
 7. Accompanies and/or transports clients to and from appointments and activities.
 8. Maintains reports, records and statistics such as intake, progress and discharge.
 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: Special Services 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 – Work sometimes involves light physical exertion in participating in recreational activities with clients	3	21
4	Concentration – Often listens to patients to interpret client behaviour, define problems and respond with appropriate support, guidance and problem solving	6	50
5	Independence – Guided by social work standards, applies accepted methods in different ways to plan and implement short term issue specific interventions and activities	5	71
6	Judgement – Applies analysis and interpretation of client problems and chooses an approach using accepted social work methods to develop short term intervention plans and provide behaviour management counselling to clients	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 service standards	4	57
9	Communication – Uses influence or persuasion techniques to provide anger and behaviour management services to clients who may or may not cooperate	5	71
10	Care of Individuals – Identifies client needs and problems; provides emotional support and life skill, social and interpersonal skill-building 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 have behavioural problems	4	33
Total Points			584
Grid Level			11

Benchmark Title **SPEECH LANGUAGE PATHOLOGIST – 17P**

Grid Level 17P – Paraprofessional Wage Grid

Job Summary Screens, assesses, diagnoses, plans and carries out therapy and consultation services for clients who have speech and communication impairment disorders.

- Key Duties and Responsibilities**
1. Observes clients and administers tests to diagnose the nature of the disorder and evaluate the degree of impairment.
 2. Identifies, assesses, plans and conducts remedial treatment to correct differing speech and communication impairment disorders.
 3. Provides speech training for clients with communication disorders caused by cerebral palsy, surgical removal of the larynx, hearing deficiencies or other impairments.
 4. Plans individual or group therapy for clients with communication disorders.
 5. Counsels and guides clients with communication and speech disorders and their families, teachers or employers.
 6. Acts as a consultant to educational, medical, dental and other professional groups.
 7. Provides guidance to other team members to carry out remedial programs to treat clients with speech and communication disorders.
 8. Conducts in-services, workshops and training. Keeps current on literature and research in the field. Provides up-to-date best practice information.
 9. Liaises with external agencies and professionals dealing with clients. Recommends referral to appropriate professionals if the need arises.
 10. Participates in program evaluation, research and/or in special studies as required.
 11. Maintains related records and prepares reports.
 12. Performs other related duties as required.

Qualifications *Education and Knowledge*
Master's degree in Speech/Language Pathology.

Training and Experience

Two (2) years recent related experience.

Or an equivalent combination of education, training and experience.

**COMMUNITY SOCIAL SERVICES JOB EVALUATION PLAN
RATING RATIONALE**

BENCHMARK TITLE: Speech Language Pathologist

FACTOR	REASON FOR CLASSIFICATION	DEGREE	POINTS
1	Education and Knowledge – Master's degree in Speech / Language Pathology	7	131
2	Training and Experience – Requires 2 years of recent related experience	4	100
3	Physical Demands – Sometimes involves very light physical exertion in demonstrating speech techniques	3	21
4	Concentration – Often listens to clients to interpret client needs and to conduct assessments	6	50
5	Independence – Guided by professional standards; applies accepted techniques to plan and deliver speech language therapy and consultation services	6	86
6	Judgement – Judgement required to modify remedial treatment approaches to correct speech and communication impairment disorders	6	86
7	Leadership/Supervision – Provides guidance to other team members to carry out remedial programs	4	80
8	Accountability – Work performed and decisions made have direct impact on final service provided; work is evaluated for compliance to technical standards	5	71
9	Communication – Counsels clients with speech or communication impairment disorders using professional therapeutic skills	6	86
10	Care of Individuals – Work involves planning and carrying out therapy and consultation service for clients who have communication disorders	5	50
11	Environment/Working Conditions – Once in a while exposed to bodily fluids	4	33
Total Points			794
Grid Level			17P*

*Note: Benchmark rated 17P as per arbitration decision of Vincent L. Ready on June 27, 2006

Benchmark Title **STOPPING THE VIOLENCE COUNSELLOR – 14P**

Grid Level 14P – Paraprofessional Wage Grid

Job Summary Provides counselling to women who have been victims of various forms of abuse.

- Key Duties and Responsibilities**
1. Assesses the safety of the clients and their children and supports clients in reducing safety risks.
 2. Interviews clients, prepares case histories, assesses problems and outlines services provided by the organization.
 3. Provides individual and group counselling to clients from a feminist and trauma-based perspective using techniques such as therapeutic group counselling and self-skill workshops.
 4. Provides information on and referrals to other community service providers, resources and professionals as required.
 5. Facilitates the creation of group counselling / therapeutic groups in shelters and in the community.
 6. Participates in or initiates case conferences with other professionals as required.
 7. Maintains related records and statistics and produces reports as required.
 8. Maintains current knowledge of issues and resources related to abuse and violence. Conducts presentations and public awareness activities about services and issues.
 9. Performs other related duties as required.

Qualifications *Education and Knowledge*
 Bachelor's degree in a related human / social service field.

Training and Experience
 Two (2) years recent related experience.

 Or an equivalent combination of education, training and experience.

COMMUNITY SOCIAL SERVICES JOB EVALUATION PLAN RATING RATIONALE

BENCHMARK TITLE: Stopping the Violence Counsellor

FACTOR	REASON FOR CLASSIFICATION	DEGREE	POINTS
1	Education and Knowledge – Requires a Bachelor’s Degree in a related human / social service field	6	113
2	Training and Experience – Requires 2 years recent related experience	4	100
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 needs and behaviour; often requires a very high degree of mental demands to define problems and provide individual and group counselling to clients	6	50
5	Independence – Guided by social work standards; applies accepted counselling techniques to provide individual and group counselling to women who have been victims of abuse	5	71
6	Judgement – Modifies counselling techniques in working with women who have experienced abuse to provide counselling from a feminist and trauma based perspective	6	86
7	Leadership/Supervision – Little or no responsibility	1	20
8	Accountability – Work is evaluated for compliance to social service standards; Work has direct impact on client service; errors may result in substantial loss of time in terms of delay in client progress	5	71
9	Communication – Provides counselling to clients who may or may not be cooperative	6	86
10	Care of Individuals – Provides psychological services to individuals and groups using therapeutic techniques	5	50
11	Environment/Working Conditions – Often exposed to moderately undesirable working conditions in the form of unpleasant dealings with clients who are uncooperative, upset, angry or demanding	5	42
Total Points			703
Grid Level			14P

Benchmark Title **SUPERVISED ACCESS WORKER – 10**

Grid Level 10 - JJEP Wage Grid

Job Summary The Supervised Access Program Worker supervises family visits and provides a safe, secure environment, physically and emotionally, for children in alternate care and maintains a court ready record of all supervised visits.

- Key Duties and Responsibilities**
1. Coordinates and schedules supervised access visits in consultation with all participating parties.
 2. Collaborates and consults with a team that may include Family Preservation Worker, Social Worker and foster parents etc.
 3. Observes and objectively documents supervised access visit and interactions and intervenes as required. Ensures that the terms and conditions of the visit are followed.
 4. Observes and monitors appearance, condition and behaviour of family members in order to maintain a safe and healthy visit. Reports any abnormalities to the program director and the referring social worker.
 5. Accompanies and/or transports client to and from appointments and activities.
 6. Ensures the safety of visitation site for clients
 7. Maintains appropriate records and ensures that all necessary documentation is complete and correct. Maintains strict confidentiality of information.
 8. Other duties as required

Qualifications *Education and Knowledge*
Diploma in a related human / social service field.

Training and Experience
Two (1) year recent related experience.
Or an equivalent combination of education, training and experience.

**COMMUNITY SOCIAL SERVICES JOB EVALUATION PLAN
RATING RATIONALE**

BENCHMARK TITLE: Supervised Access Worker

FACTOR	REASON FOR CLASSIFICATION	DEGREE	POINTS
1	Education and Knowledge – Requires a Diploma in a related human/social service field	5	94
2	Training and Experience – Requires 1 year recent related experience	3	75
3	Physical Demands – work sometimes requires moderate physical exertion when lifting, carrying and or pushing toddlers/strollers or when sitting for long periods of time during visitation/court proceedings	4	28
4	Concentration – often requires a high degree of mental concentration when monitoring verbal/non-verbal communications during visitations, preparing written reports and communicating with other professionals involved.	5	42
5	Independence – Guided by agency policies and program guidelines/standards when interpreting information from outside sources and coordinating logistics of supervised visits.	4	57
6	Judgement – Required to assess progress of visits and necessity to intervene and/or remove the child.	4	57
7	Leadership/Supervision – Little or no responsibility	1	20
8	Accountability – Work performed and decisions made have direct impact on service provided with limited impact outside agency; work is evaluated for compliance to Ministry instructions	4	57
9	Accountability – Work performed and decisions made have direct impact on service provided with limited impact outside agency; work is evaluated for compliance to Ministry instructions	4	57
10	Care of Individuals – Responsibility for care, wellbeing, best interest and safety of children. May required feeding, toileting/diapering of children.	4	40
11	Environment/Working Conditions – sometimes exposed to moderately undesirable working conditions in the form of unpleasant dealings with angry parents/relatives who may be verbally abusive	4	33
Total Points			560
Grid Level			10

Benchmark Title **SUPPORTED CHILD CARE CONSULTANT – 14P**

Grid Level 14P – Paraprofessional Wage Grid

Job Summary Develops individual plans for children who require extra support in conjunction with parents and child care providers. Supports families in making child care decisions. Supports and coordinates the services of child care and other community service providers to facilitate the inclusion of children who require extra support in child care settings.

- Key Duties and Responsibilities**
1. Conducts observation of and gathers information on children who require extra support. Determines the children’s type and level of support needs using the Support Guide and in consultation with parents, child care providers and other professionals.
 2. Develops child-specific, family-centred and developmentally appropriate individual plans in conjunction with parents and child care providers and in accordance with the choices, priorities and goals identified by the parents and/or child care providers. Facilitates the joint plan development process.
 3. Provides families with information on child care options and other community resources. Supports families in assessing and choosing services for their children and in self-advocacy.
 4. Supports child care providers’ inclusion of children who require extra support by performing duties such as supporting the development and implementation of inclusive philosophies, practices, policies and procedures, providing on-site, child-specific training, consultation and modelling, and providing information on child care and community resources.
 5. Assists child care providers in accessing short-term and intermittent extra staffing support that facilitates inclusion based on the required types and level of support. May provide relief coverage for child care workers as required and to enable staff participation in child-specific training and support activities.
 6. Facilitates the transition to and from supported child care by involving parents, child care and other health, education and community service providers.
 7. Evaluates the children’s progress, reviews the level of support needs and individual plans, and ensures that services are coordinated, appropriate and accessible.
 8. Develops, locates and provides information to families, child care providers and the public on topics related to inclusive child care and children who require extra support through workshops, presentations and written materials.
 9. Maintains related records and in accordance with established policies and procedures.
 10. Performs other related duties as required.

Qualifications *Education and Knowledge*

Bachelor’s degree in a field related to child development.

Training and Experience

Two (2) years recent related experience.

Or an equivalent combination of education, training and experience.

COMMUNITY SOCIAL SERVICES JOB EVALUATION PLAN RATING RATIONALE

BENCHMARK: Supported Child Care Consultant

FACTOR	REASON FOR CLASSIFICATION	DEGREE	POINTS
1	Education and Knowledge – Requires a Bachelor's degree in a field related to child development	6	113
2	Training and Experience – Requires 2 years recent related experience	4	100
3	Physical Demands – Occasionally lifts and carries moderate weight children while providing relief coverage for Early Childhood Educators	3	21
4	Concentration – Often listens to clients and families to assess problems, determine goals, plans, develops and implements support plans which involve a variety of unrelated processes and methods	6	50
5	Independence – Guided by community child care standards, applies accepted Early Childhood Education methods in different way to develop, monitor and implement support plans for special needs children	5	71
6	Judgement – Applies analysis and interpretation of special needs children's support needs and chooses an approach using a combination of accepted assessment techniques and child development methods to develop family-centred support plans for clients	5	71
7	Leadership/Supervision – Provides advice and guidance to program assistants regarding the support needs of special needs children	3	60
8	Accountability – Work has direct impact on the service provided; work evaluated for compliance to standards of the profession; errors may result in substantial loss of time in terms of delay in client progress	5	71
9	Communication – Using influence and persuasion techniques, secures the cooperation of families and child care providers regarding requirements of children who require extra support	5	71
10	Care of Individuals – Provides individualized support plans for children who require extra support	4	40
11	Environment/WorkingConditions – Once in a while exposed to moderately undesirable working conditions in the form of unpleasant dealings with uncooperative children or families	3	25
Total Points			693
Grid Level			14P

Benchmark Title **TRANSITION HOUSE WORKER – 10**

Grid Level 10 – JJEP Wage Grid

Job Summary Provides support, security, advocacy, information, education, crisis intervention and referrals to residents and crisis line callers.

- Key Duties and Responsibilities**
1. Screens prospective residents for suitability prior to admission. Conducts intake interviews. Orients and assists residents to settle in the house.
 2. Assesses residents' immediate needs and assists them to define and implement an action plan. Provides information to residents on resources available and recommends appropriate services.
 3. Monitors and ensures the safety and comfort of residents and the security of the facility. Facilitates resolution of conflicts between residents.
 4. Provides emotional support, encouragement, goal setting and problem solving support to residents. Facilitates house and/or support group meetings.
 5. Liaises with other service agencies and professionals. Maintains current knowledge of issues and resources related to abuse and violence. Provides presentations and public awareness activities about services and issues of abuse.
 6. Ensures housekeeping services such as laundry, housecleaning, grocery shopping and maintaining supplies are completed. Orders supplies/groceries; performs minor maintenance.
 7. Provides crisis intervention and risk assessment for residents and crisis line callers. Provides information, advocacy for and assistance to residents and crisis line callers.
 8. Maintains case notes, resident records, documents, forms and statistical information.
 9. Orients and assigns duties to volunteers/practicum students.
 10. Accompanies and/or transports residents to outside services.
 11. 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: Transition House 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 – Sometimes performs housekeeping duties such as laundry and cleaning	3	21
4	Concentration – Monitors clients almost continuously to ensure that clients' needs are met	5	42
5	Independence – Guided by general instructions, selects amongst alternate courses of action to assist residents to define and implement an action plan	4	57
6	Judgement – Assesses residents for suitability for admission and needs and chooses an approach using accepted procedures and techniques to assist residents to define and implement an action plan	4	57
7	Leadership/Supervision – Provides indirect supervision – assigns work to volunteers / practicum students	2	40
8	Accountability – Work is reviewed for adherence to instructions and has direct impact on service provided Errors may result in limited waste of resources	3	43
9	Communication – Facilitates clients defining and implementing an action plan; facilitates resolution of conflicts	4	57
10	Care of Individuals – Work involves providing emotional support, encouragement, goal setting and problem solving to clients	4	40
11	Environment/Working Conditions – Sometimes exposed to moderately undesirable working conditions in the form of unpleasant dealings with upset, angry or demanding clients	4	33
Total Points			540
Grid Level			10

Benchmark Title **TRUCK DRIVER – 6**

Grid Level 6 – JJEP Wage Grid

Job Summary Operates a motor vehicle to transport goods between designated locations; picks up, delivers, loads and unloads goods at designated locations.

- Key Duties and Responsibilities**
1. Operates a motor vehicle such as a car, a van or a truck to transport goods to and from designated locations.
 2. Picks up, delivers, loads and unloads goods such as materials, supplies and donated items. Ensures that the goods conform to established guidelines. Ensures that the goods are placed securely in the vehicle.
 3. Plans driving routes to complete scheduled pick-ups and drop-offs.
 4. Performs routine inspection and maintenance duties on vehicles and equipment such as cleaning vehicle, fuelling vehicle, checking fan belts, lights and tires and maintaining fluid levels. Recommends vehicle and equipment repairs as required.
 5. Maintains related records in accordance with established procedures and guidelines.
 6. Directs assistants and/or volunteers in the loading and unloading of the vehicle.
 7. Performs other related duties as required.

Qualifications *Education and Knowledge*

Grade 10, plus valid BC Driver's license.

Training and Experience

Six (6) months recent related experience.

Or an equivalent combination of education, training and experience.

**COMMUNITY SOCIAL SERVICES JOB EVALUATION PLAN
RATING RATIONALE**

BENCHMARK TITLE: Truck Driver

FACTOR	REASON FOR CLASSIFICATION	DEGREE	POINTS
1	Education and Knowledge – Requires Grade 10, plus valid motor vehicle license	1	19
2	Training and Experience – Requires 6 months recent related experience	2	50
3	Physical Demands – Often lifts and carries heavy weights such as furniture and other donated goods	6	42
4	Concentration – Often observes traffic flows and patterns; processes are straight-forward and repetitive	4	33
5	Independence – Work is guided by specific procedures but may involve changing planned route to complete schedule	2	29
6	Judgement – Judgement required to determine priorities in planning route and recognize known differences in driving, maintenance and loading	3	43
7	Leadership/Supervision – Provides guidance in work methods and procedures to assistants and volunteers	2	40
8	Accountability – Work is controlled by monitoring adherence to instructions; errors may result in limited damage to the truck and may result in minor delays	2	29
9	Communication – Exchanges factual information involving little conflict	1	14
10	Care of Individuals – Little or no responsibility	1	10
11	Environment/Working Conditions – Pace of work is controlled by set schedules; often faced with multiple demands with very tight time pressures to finish pickups and drop-offs. Works in all weather conditions.	6	50
Total Points			359
Grid Level			6

Benchmark Title **VICTIM SERVICE WORKER – 11**

Grid Level 11 – JJEJ Wage Grid

Job Summary Provides support services, practical assistance, information and referrals to clients who have been victims of crime.

- Key Duties and Responsibilities**
1. Conducts client intake by performing duties such as obtaining demographic information, providing information regarding the victim service worker's role and the services offered by the organization, assisting clients in completing intake forms, and explaining issues related to confidentiality.
 2. Provides emotional support to clients who have been victims of crime through active listening, debriefing and validating clients' emotions.
 3. Assesses clients' need for other services and provides them with information on helping organizations and professionals such as community service agencies, counsellors, legal aid lawyers, physicians and mental health services. Recommends appropriate services to clients.
 4. Provides crisis response and intervention as necessary.
 5. Supports clients' interests and rights by performing duties such as liaising for clients with the police and Crown Counsel, obtaining information about clients' cases including case status and hearing dates.
 6. Provides information on police, legal and medical systems in general and specific to clients' cases. Provides information on crime prevention to clients to help them avoid re-victimization.
 7. Provides court support services such as explaining court processes and trial procedures and providing court orientation and information on court preparation.
 8. Provides accompaniment and/or transportation such as to court, police and medical appointments.
 9. Assists clients in completing legal forms such as Criminal Injury Compensation Applications and Victim Impact Statements.
 10. Participates in public education to raise awareness of physical or sexual assault and/or abuse.
 11. Consults and liaises with community service agencies to maintain up-to-date information on available resources and develop community relations.
 12. Maintains and provides statistics and reports regarding service delivery as required.
 13. Performs other related duties as required.

Qualifications *Education and Knowledge*

 Diploma in a related human / social service field.

Training and Experience

 Two (2) years recent related experience.

 Or an equivalent combination of education, training and experience.

**COMMUNITY SOCIAL SERVICES JOB EVALUATION PLAN
RATING RATIONALE**

BENCHMARK TITLE: Victim Service 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 2 years recent related experience	4	100
3	Physical Demands – Often involves very light physical exertion in writing reports; freedom of movement exists	2	14
4	Concentration – Often requires a high degree of mental demands to adapt to a variety of tasks and procedures in assisting clients to navigate the criminal justice system	5	42
5	Independence – Guided by general procedures or instructions, selects from alternative courses of action to assess clients’ needs for other services, provide emotional support, prepare clients for court, and refer clients to other community service agencies	4	57
6	Judgement – Applies structured analysis of the criminal justice system as it relates to clients’ situation and chooses amongst accepted procedures to help clients navigate the criminal justice system	5	71
7	Leadership/Supervision – Little or no responsibility	1	20
8	Accountability – Work performed and decisions made have direct impact on the final service provided; work is evaluated for overall appropriateness	4	57
9	Communication – Using persuasion and influencing techniques, secures the cooperation of clients. Provides active listening, debriefing and validation of clients’ emotions	5	71
10	Care of Individuals – Work involves assessing clients’ need for services and providing emotional support	4	40
11	Environment/Working Conditions – Sometimes exposed to moderately undesirable working conditions in the form of unpleasant dealings with clients who are upset, angry and unpredictable	4	33
Total Points			580
Grid Level			11

Benchmark Title **VOCATIONAL COUNSELLOR – 11**

Grid Level 11 – JJEP Wage Grid

Job Summary Develops, implements, monitors and evaluates training plans in a variety of work settings designed to meet clients' vocational, social and daily living goals.

- Key Duties and Responsibilities**
1. Identifies clients' interests, skills and abilities by conducting interviews and consulting caregivers.
 2. Develops, with the participation of clients, training plans, including pre-employment skill development, designed to meet the individual's goals in the areas of daily living and social skills and job readiness. Implements, monitors, evaluates and modifies training plans.
 3. Trains, supports and monitors clients in a variety of work settings in areas such as work skills, proper hygiene, product quality, quantity and service expectations.
 4. Provides reports on clients' skill level and progress to the supervisor and other caregivers and makes recommendations on modifications to the goals.
 5. Locates employers in local businesses, industries and community agencies that match the interests, skills and abilities of clients. Encourages employers to participate in placements.
 6. Encourages client participation in community activities and encourages relationships and friendships in the community.
 7. Follows up job placements by assisting employers to work with clients through problem solving and troubleshooting.
 8. Liaises with community service providers in order to promote the program.
 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: Vocational Counsellor

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 kneels, bends, crouches or reaches while working with clients in work settings	4	28
4	Concentration – Often requires a high level of concentration to assess clients' interests and skills to provide valid information to clients; tasks involve different but related processes and methods	5	42
5	Independence – Guided by general procedures or instructions, selects from alternative courses of action to develop training plans to assist clients to meet vocational, social and daily living goals	4	57
6	Judgement – Assesses client's interest, skills and abilities and chooses an approach using accepted vocational training techniques to develop, implement and evaluate training plans to meet client's goals	4	57
7	Leadership/Supervision – Trains and coordinates work assignments for client workers	2	40
8	Accountability – Impact goes beyond the agency to employers' work sites where client actions may have an influence on their operations	5	71
9	Communication – Using persuasion and influencing techniques secures the cooperation of employers who may not be cooperative to participate in client placement	5	71
10	Care of Individuals – Develops training plans to meet clients' goals with respect to daily living, social skills and job readiness; train, support and monitor clients in work skills, proper hygiene, etc.	4	40
11	Environment/Working Conditions – Sometimes exposed to moderately undesirable working conditions in the form of unpleasant dealings with upset or angry people	4	33
Total Points			589
Grid Level			11

Benchmark Title **VOCATIONAL WORKER – 10**

Grid Level 10 – JJEP Wage Grid

Job Summary Provides vocational skills training and support to clients in a designated work setting. Participates in production particular to assigned job location.

- Key Duties and Responsibilities**
1. Provides vocational skills training for clients in accordance with established goals and plans. Promotes a work-like environment for clients.
 2. Supervises clients in performing vocational training tasks. Coordinates clients' involvement in work production.
 3. Reviews and evaluates job situations and reports clients' needs, progress and work performance to the supervisor.
 4. Monitors and supports the general care, safety and well being of clients by performing duties such as administering medication in accordance with established policy and assisting with clients' personal hygiene as required.
 5. Schedules work to meet product quality, quantity and service expectations. Participates in production.
 6. Orders supplies and materials for the designated work area. Reports to the supervisor any equipment requiring maintenance.
 7. Performs other related duties as required.

Qualifications *Education and Knowledge*
Certificate 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: Vocational Worker

FACTOR	REASON FOR CLASSIFICATION	DEGREE	POINTS
1	Education and Knowledge – Requires a certificate in a related human / social service field	3	56
2	Training and Experience – Requires 1 year recent related experience	3	75
3	Physical Demands – Often kneels, bends, stretches, crouches, or reaches while participating in production	4	28
4	Concentration – Almost always listens to and responds to inquiries of clients	5	42
5	Independence – Guided by general instructions, selects from alternate courses of action to provide vocational skills training and coordinate clients in work production	4	57
6	Judgement – Reviews and assesses job situations to report clients' needs, progress and work performance	4	57
7	Leadership/Supervision – Coordinates work production, trains, and schedules client workers	3	60
8	Accountability – Work performed and decisions made have impact on vocational training provided; errors in production coordination may cause interruptions to workflow, and moderate waste of time	3	43
9	Communication – Facilitates participation of clients who are normally cooperative in vocational skill training	4	57
10	Care of Individuals – Work involves monitoring and supporting the general care, safety and well being of clients by performing duties such as administering medication and assisting with clients' personal hygiene	4	40
11	Environment/Working Conditions – Often exposed to highly undesirable or hazardous elements such as dust or noise in a shop environment	5	42
Total Points			557
Grid Level			10

Benchmark Title **VOLUNTEER COORDINATOR – 12**

Grid Level 12 – JJEJ Wage Grid

Job Summary Oversees, implements and evaluates a volunteer program(s). Recruits, screens, selects, trains, places and supervises volunteers.

- Key Duties and Responsibilities**
1. Recruits, screens, interviews, selects and dismisses volunteers.
 2. Assesses volunteer’s skills and matches them to placement opportunities. Orients and trains volunteers for the program.
 3. Places, supervises and evaluates program volunteers.
 4. Oversees and evaluates the volunteer program; reviews policies and procedures and recommends changes to the supervisor. In conjunction with the supervisor, identifies volunteer staffing needs of the organization’s programs.
 5. Monitors, authorizes and allocates expenditures within the operating budget for the year and assists senior management in preparing the budget. Prepares and maintains related documentation.
 6. Coordinates a reward/recognition program(s) for volunteers and special events for volunteers and clients.
 7. Consults with community groups and professionals to identify trends and needs of the community. Maintains contact with community groups and volunteer organizations to promote interest, participation in and support for the program. Develops promotional materials.
 8. Develops and maintains volunteer program statistics and reports. Maintains records of volunteer placements, hours, requests and concerns.
 9. Communicates with agency staff regarding the volunteer programs. Acts as a liaison between staff, volunteers and clients.
 10. Performs other related duties as required.

Qualifications *Education and Knowledge*
Diploma in a related human / social service field or certificate in Volunteer Management.

Training and Experience
Two (2) years recent related experience, including volunteer management experience.
Or an equivalent combination of education, training and experience.

**COMMUNITY SOCIAL SERVICES JOB EVALUATION PLAN
RATING RATIONALE**

BENCHMARK TITLE: Volunteer Coordinator

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 2 years recent related experience	4	100
3	Physical Demands – Often involves very light physical exertion such as writing and keyboarding	2	14
4	Concentration – Sometimes reads and prepares program documents and reports; sometimes focus on budgets to monitor expenditures	4	33
5	Independence – Guided by program goals and objectives, applies accepted methods in different ways to implement and oversee daily operations of volunteer programs	5	71
6	Judgement – Assesses volunteer skills and program needs and chooses an approach using accepted methods to implement volunteer programs and evaluate volunteers	4	57
7	Leadership/Supervision – Plans and coordinates a variety of work assignments and determines training needs for volunteers; recruits, screens, interviews, selects and dismisses volunteers	4	80
8	Accountability – Work performed and decisions made have direct impact on both the volunteer programs and other programs; work is evaluated for conformity to agency policy	5	71
9	Communication – Facilitates the participation and joint effort of volunteers who are normally cooperative.	4	57
10	Care of Individuals – Work involves protection of clients through selection of appropriate volunteers	3	30
11	Environment/Working Conditions – Sometimes exposed to some undesirable working conditions in the form of time pressures to finish specific job tasks	3	25
Total Points			613
Grid Level			12