



UNION JOB DESCRIPTION

JD4120

JOB TITLE:	Child, Youth & Family Support Worker	JOB DESCRIPTION NO.:	C.VI.81502.006
CLASSIFICATION:	Support Worker 2; Family Resource Worker	GRID/PAY LEVEL:	C34; C33
COLLECTIVE AGREEMENT:	Community Subsector	HSCIS NO.:	81502; 81602
UNION:	BCGEU	JOB/CLASS CODE:	81502
PROGRAM/DEPARTMENT:	Public Health; Rural Services; CY & F Mental Health & Substance Use	BENCHMARKS (If Applicable):	81502; 81602
REPORTING TO:	Manager or designate		
FACILITY/SITE:	VIHA South, Central & North Island Health Services Areas (Port Alberni Health Unit; Parksville Family Place; Port Hardy; Mt. Waddington locations; Youth Foundry (546 Yates St)		

JOB SUMMARY:

In accordance with the Vision, Purpose, and Values, and strategic direction of Island Health (Vancouver Island Health Authority), patient and staff safety is a priority and a responsibility shared by everyone; as such, the requirement to continuously improve quality and safety is inherent in all aspects of this position.

Working in the community setting and in the client's home, the Child Youth & Family Support Worker provides child management and parenting training, coaching, counseling and support services for children, youth and families experiencing social, behavioral and/or emotional challenges.

TYPICAL DUTIES AND RESPONSIBILITIES:

1. Participates in integrated case management by assessing the needs, abilities and capacities of children and their caregivers/families. Collaborates with the referral source and the client/caregiver/family to draft and implement a client-centered Service Plan to meet the family's social, emotional and developmental needs. Documents service provided and provides written reports in accordance with established policies and procedures. Overall responsibility for all Service Plans is the responsibility of the Supervisor and subject to their approval.
2. Provides child management, parent training and coaching for interpersonal skills, healthy family relationship building, behaviour modification, conflict resolution, communication, and problem solving of practical everyday family needs, such as health and safety, nutrition, child care and budgeting.
3. Provides supportive counselling and behavior management to clients and their families. Assists with the development of physical, social, emotional and life skills such as housekeeping, meal planning and preparation, meeting financial obligations and making and keeping appointments.
4. Maintains an awareness of community resources, including health care services, social, economic, recreational, employment, legal and educational services and resources. Establishes and maintains coordinated working relationships with other professionals and service providers involved with children and families. Assists clients and caregivers/families to access and utilize services.
5. Facilitates group support programs for skill development in areas such as self-esteem, coping skills, motivation, positive parenting skills, and the formation of mutual support networks. Arranges group support sessions including scheduling session times, booking facilities and acquiring materials.

6. Carries out quality assurance activities and projects, analyzing and acting upon information received through incident reports, evaluations and other data, including collecting and compiling statistical data for research and evaluation purposes and contributing to the development of outcome measures for Child, Youth and Family Services.
7. Ensures a safe and healthy working environment by observing universal precautions and infection control procedures; removing obvious hazards; reporting faulty equipment, accidents, injuries and near misses; and adhering to and enforcing rules regarding safety.
8. Performs related clerical duties, including using a computer, to maintain client records.
9. Participates in staff meetings, case conferences, quality improvement initiatives, committees and in-services, and maintains up-to-date knowledge through involvement in appropriate work-related continuing education as required by the employer.
10. Provides direction to volunteers and assists with orientation of new staff and education experiences of students as well as sharing expertise with other members of the team as required.
11. Performs other related duties as required.

QUALIFICATIONS:

Education, Training And Experience

Successful completion of a recognized two (2)-year Child & Youth Care diploma program.

Knowledge of available programs and services, their interrelationships, and their function in delivering care in the community to children, youth and families.

Two (2) year's recent, related experience; or an equivalent combination of education, training and experience.

Current Level C Basic Life Saving Certificate.

Valid BC Driver's License.

Skills And Abilities

- Knowledge of child development, parenting and family systems, family violence, cross-cultural practice.
- Knowledge of conflict management/resolution techniques.
- Communicate effectively, both verbally and in writing.
- Deal with others effectively.
- Group facilitation skills.
- Ability to travel.
- Prioritize and organize client demands made and care needs.
- Problem solve.
- Teach child management and parenting skills.
- Sound judgment and good observation skills.
- Work independently, demonstrating initiative, with limited supervision.
- Work cooperatively as part of a multidisciplinary team.
- Promote positive change and independence.
- Physically and emotionally carry out the duties of the position.
- Operate related equipment, including a computer.

- Keyboard 30 wpm.