



Families First Facilitator / Family Support Worker

Permanent Full-time - 35 hours per week

Position Summary:

Facilitation:

Facilitates psycho-educational group sessions and assists in the evaluation of the program's success. Develops curriculum and makes ongoing modifications to content and presentation necessitated by cultural shifts.

Outreach Support:

Provide assessment, intervention, care planning assistance, and support for program participants, assigned by the Families First Program Coordinator. Aids program participants in identifying, understanding and addressing personal/family problems, and in establishing and achieving SMART goals in their parenting.

Qualifications:

Education, Training and Experience:

- A Bachelor's degree in social work, counseling or a related field, or the equivalent combination of education and experience.
- Minimum of one years' previous work in a similar environment required.
- Direct program delivery experience in the community social services sector with a demonstrated working knowledge of community based programs and related provincial and community support systems preferred.
- Demonstrated skills in group facilitation, curriculum writing and parenting program development.
- Valid driver's license with appropriate insurance and reliable transportation

Job Skills and Abilities:

- Must possess knowledge of human development, group dynamics, family dynamics, attachment and systems theories, and demonstrated ability to work with children and families.
- Knowledge of interventions involving issues of attachment and attachment disruption.
- Knowledge of interventions involving issues of trauma.
- Must possess well developed interpersonal, oral and written communication skills, good organization skills and general management skills.
- Proficient in facilitation skills; temperamentally and emotionally capable of empowering the client family.
- Ability to work effectively and collaboratively with other program staff, therapists, social workers and other related staff.

Additional Information:

- This position requires the ability to function both independently and within a small team. Managing emergency situations is an ongoing expectation of this position. Individual one-on-one outreach and support provided by this position may require work outside normal office hours and in clients' homes, in the community or at care team functions.

Duties & Responsibilities:

Works as a frontline deliverer of services and group facilitation, including duties such as:

1. Plans and conducts psycho-educational parenting and family functioning group sessions in consultation with the Families First team.
2. Provides emotional 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 counseling techniques, and psycho-educational group methods to resolve the identified problems, needs, and risks.

3. In consultation with the team, develops, prepares and modifies curriculum content related to parenting skill building on issues such as parent-child interaction, child development, discipline, guidance, and behavioural management.
4. Obtains feedback and participates in evaluating group effectiveness, material presented, facilitation, support services, collaterals, etc. Reports any difficulties to the Supervisor and collaborates with the team to reflectively make suggestions on any modifications.
5. Performs assessments; works jointly with family and referring agency to determine client goals and develop action and care plans. Prepares and conducts basic counseling sessions with clients and participates in the implementation of the care plan. Recommends referral and placement of clients to appropriate programs; evaluates performance and progress of clients; problem solves and redirects family members toward appropriate and beneficial use of their personal resources, community resources and support networks.
6. Delivers outreach support and advocacy prior to, during and following group, as necessary. May provide follow-up support to family upon leaving the program. May accompany clients to appointments.
7. Within confidentiality guidelines, communicates and consults with social workers, case managers, therapists, school personnel, mental health, primary and foster caregivers and other workers with regard to the families' progress and care plan goals, in order to facilitate a supportive unified approach to the family.
8. Oversees and makes arrangements for facilities, transportation, food and materials necessary for group sessions.
9. Reports to and discusses care planning and program concerns with the Program Supervisor.
10. Participates in staff development, team meetings/debriefings and administrative meetings as scheduled.
11. Maintains accurate program and client records and reports. Ensures that all required documentation is completed by required deadlines and observes policies of confidentiality.
12. Ensures that program standards, guidelines and policies of the organization are maintained.
13. Complete all mandatory learning requirements.
14. Performs other duties as may be assigned.

General:

- Wage rate: as per BCGEU Collective Agreement, Grid Level 12 Step 1 - \$19.77 per hour
- This position requires Union membership.
- This position is open to all persons.
- This position requires successful completion of a criminal record check.
- This position reports to the Families First Coordinator

**Please mention the name of the job position you are applying for in your cover letter.
NO phone calls. Only short listed applicants will be contacted.**

Please submit your cover letter and resume to:

Matthew Lutz, Human Resources Manager
Chilliwack Community Services
45938 Wellington Avenue, Chilliwack, BC V2P 2C7
Fax: 604.792.6575 Email: careers@comserv.bc.ca

Closing Date: 12:00 Noon, February 28, 2018