

We're Hiring!



**Posting:
A21826**

**Family Support Outreach Worker
Permanent Full-time (35 hours per week)**

**Family Support
Outreach**

This posting is open to Union and Non-Union employees but preference will be given to Union who meet the qualifications. This position requires Union membership. Compensation is in accordance with Appendix A of the BCGEU Collective Agreement

Options Community Services Society

We are a non-profit registered charity providing social services primarily in Surrey, Delta, White Rock and Langley. We believe in helping people help themselves. We believe in collaborating with individuals, businesses, community groups and government to create focused, effective and responsive resources for the community.

We envision a healthy community as a safe and clean environment where we all have a sense of belonging. It is a place where each of us has the opportunity to work and learn, and to develop and realize goals that are meaningful and fulfilling.

Family Support Outreach offers one-to-one outreach for parents of children 12 years old and under. The primary responsibilities of the Family Support Outreach Worker will be to provide an in-home support/educational service to parents/guardians of children 0 - 13. Workers assist parents in setting realistic, obtainable goals regarding parenting, home-management and budgeting. Also, educate parents on topics such as child development, special needs, and community resources. Workers develop and facilitate personal improvement and assess clients' needs, and as necessary act as an advocate and referral agent for clients.

HIGHLIGHTS OF KEY RESPONSIBILITIES

- Respond to referrals of clients or by clients.
- Make an initial home-visit to assess client's needs and appropriateness for the services.
- Develop an effective relationship with clients that promotes learning new skills and positive change.
- Perform assessments of clients.
- Assist clients in developing a realistic plan for change, and at each home-visit evaluate that progress.
- Provide in-home training in parenting, child development, home management, nutrition and budgeting.
- Serve as a community resource/referral agent, distribute appropriate and current resource materials, and follow up on all referrals and requests.
- Assist clients in developing their own linkages to community, self-help, and parent support services and groups.
- In collaboration with co-workers design and lead classes, workshops, or training sessions for groups of clients with the intent of achieving pre-established outcomes for those participating.
- Keep accurate and up-to-date client files, including the documentation of all client contacts, referrals to, and consultation with community agencies and professionals.
- Provide reports on individual clients and services.

NOTE: Applicants not selected for an interview will not necessarily be notified.

Posted: 21-May-26

Options Community Services Society is an equal opportunity employer committed to hiring a diverse workforce.

- Conform to basic ethical issues, including confidentiality and the reporting of abuse/neglect issues. When ambiguities arise to consult with the Supervisor.
- Use personal car to travel to and from appointments
- Work as a member of a team, respecting and adhering to Options Community Services' policies and procedures.

QUALIFICATIONS

Education, Training, and Experience

The candidate must have:

- A Bachelors Degree in a related human service field in combination with 1-year recent related experience or an equivalent combination of education, training and experience is required.
- A thorough knowledge of child development, connection parenting, family dynamics, child welfare, intimate partner violence, home economics and adult educational principles.
- Awareness of, and sensitivity to, ethnic, cultural, physical, sexual, developmental and life-style diversities.
- Excellent oral, written and interpersonal communication skills and abilities to deal with stress.
- Must be computer literate; possess a valid CPR/First Aid Certificate and a driver's licence.

Knowledge Skills and Abilities:

- Must be sensitive to and respectful of cultural and lifestyle diversity.
- Ability to identify sensitive issues and maintain confidentiality.

Assets

- Second language is an asset.
- Group facilitation skills

Successful candidates will be required to provide a current and satisfactory Criminal Reference Check/Vulnerable Sector Search preceding your start date.

Applicants with lived experience are strongly encouraged to apply.

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CLOSING DATE: June 9, 2021.

PLEASE APPLY TO: Jen Mantyka, Program Manager
Options Community Services Society

Email: jen.mantyka@options.bc.ca

Please include a cover letter indicating the posting number [#21826] and detailed resume outlining your qualifications and related experience for the position.

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