

We're Hiring!



FAMILY SUPPORT OUTREACH WORKER

Posting Requisition	<i>A22080</i>	Program	<i>Family Support Outreach</i>
Job Type	<i>Permanent, Full-time</i>	Location	<i>Surrey, BC</i>
Hours of work	<i>35 hours per week</i>	Closing Date	<i>Open Until Filled</i>

This position requires union membership. Compensation is in accordance with Appendix A of the BCGEU Collective Agreement (Family Support Worker – Grid Level 12)

Options Community Services is 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.

Family Support Outreach offers one-to-one outreach for parents of children 12 years old and under. The program focuses on parenting, child development, family communication and household management.

The primary responsibilities of the Family Support Outreach Worker will be to provide 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.

ACCOUNTABILITIES

- Respond to referrals of clients or by clients and performs assessments.
- 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.
- 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 and consultation with community agencies and professionals.
- Provide reports on individual clients and services.
- Conform to basic ethical issues, including confidentiality and the reporting of abuse/neglect issues.
- Work as a member of a team, respecting and adhering to Options Community Services' policies and procedures.
- Performs other duties, as assigned.

QUALIFICATIONS

Education, Training, and Experience:

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- Bachelors Degree in social services or a related field and a minimum of one-year recent experience working with families or the vulnerable population. An equivalent combination of education, training and experience will be considered.
- Must be computer literate; possess a valid CPR/First Aid Certificate and a driver's licence.
- Proficiency in a second language is considered an asset.

Skills and Abilities:

- Have a strong working knowledge of social issues impacting the delivery of housing, health and social services programs.
- 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.
- Must be sensitive to and respectful of cultural and lifestyle diversity.
- Ability to identify sensitive issues and maintain confidentiality.

SPECIAL REQUIREMENTS

- Successful candidates will be required to provide a current and satisfactory Criminal Reference Check / Vulnerable Sector search preceding their start date.
- Applicants may be required to provide proof of Covid -19 vaccination.

**An eligibility list may be maintained for up to six months. Eligible applicants may be offered a casual position.*

PLEASE APPLY TO: Jen Mantyka, Program Manager
Options Community Services Society
Email: Jen.Mantyka@options.bc.ca

Please include a cover letter clearly indicating the posting number [posting #22080] and outlining your qualifications and related experience for the position.