

PRINCE GEORGE & DISTRICT ELIZABETH FRY SOCIETY
Young Parent Program Outreach Worker
Job Description

Job Summary:

The Outreach Worker will identify client challenges, needs and risks and will provide a range of support, follow-up, information, referral, community coordination, and public education services to respond to the specific needs of young women who are pregnant and/or parenting and under the age of twenty. The Outreach Worker will also respond to the diverse and individual needs of the young women by developing and implementing short-term, issue specific intervention plans within program guidelines. Provides skill building from a strength-based focus. Some work will be required outside normal office hours, but within 35 hours per week.

Hourly Wage:

As per the Collective Agreement
Grid Level 11 (Adult, Youth and/or Child Worker)

Reports to:

Family Programs Manager

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. Perform other related duties as required

QUALIFICATIONS:

Education, Training and Experience:

A diploma in human social services or related field or the equivalent education and experience is required for this position. At least 1 years previous work experience is 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 is preferred.

Job Skills and Abilities:

1. Good interpersonal communication, oral and written skills;
2. Good knowledge of victim's rights, community agencies and referral procedures;
3. Knowledge about violence in relationships substance abuse and misuse, emotional, physical, and mental abuse, the effects of trauma on the lives of women and their dependent children, and systemic pressures that marginalize women and their dependent children;
4. Good working knowledge and ability to maintain general upkeep of a home;
5. Knowledge about children who witness violence;
6. Computer knowledge;
7. Well developed organizational skills;
8. Ability to work independently and be a team player.

DESCRIPTION OF DUTIES AND EXPECTATIONS:

Job Description:

Ethical Standards

- encourage and practice honest and open communication with co-workers, supervisors, community workers, and residents;
- maintain non-judgmental attitude;
- maintain awareness of power and control issues;
- practice diplomacy;
- encourage cooperation and teamwork;
- follow policies and procedures;
- ensure the enforcement of house rules;
- reflect the feminist philosophy and women's centred approach inherent in the services provided by the Elizabeth Fry Society;

Counselling and Intervention

- provide information to women regarding their options;
- provide crisis counselling to women;
- encourage women to make their own decisions;
- listen non-judgmentally;
- maintain appropriate boundaries;
- validate women's experiences;
- use self-disclosure carefully and appropriately;
- make appropriate referrals;
- report suspected or witnessed child abuse;
- intervene in abusive situations between adults and children;
- role model appropriate behavior;
- provide appropriate intervention strategies;
- establish realistic expectations
- maintain confidentiality outside the House and Outreach Services;
- keep up-to-date on community agencies and referral sources encourage independence and self reliance;
- facilitate groups/meetings when necessary;
- establish a safety plan if appropriate;
- ensure women understand confidentiality limitations, house rules, and liability;

Direct Service Delivery

- complete referrals for women who may be leaving the House;
- provide transportation and accompaniment to appointments as outlined in the policy and procedure manual;
- establish a positive, helpful environment by interacting informally with women and children;
- advocate for women with the justice system, social service system, and health system when necessary;

- assist women with practical aspects of filling out and sending in forms (Legal Aid , Victim Impact Statements, Criminal Injuries compensation B.C. Housing);
- explain family and criminal law procedures;
- when appropriate confront inappropriate behavior in a professional, compassionate manner;
- mediate conflicts between women, children, and/or staff when necessary;

Office Procedures

- maintain accurate, factual, up-to-date files on women and children;
- keep running record of daily occurrences in the log book;
- deal with mail and fax correspondences as necessary;
- access and update information on the computer;
- keep handouts up-to-date and photocopy as necessary;
- keep accurate mileage records;
- keep daily time sheet and submit bi-weekly;
- maintain statistical records;
- keep up-to-date on pertinent information and correspondence;
- complete incident report within 12 hours of incident as directed in our policy manual;
- read log at beginning of each shift;
- read client files regularly and make entries when appropriate;

Professionalism

- attend staff meetings regularly as directed the Women's Services Manager;
- attend community meetings as directed;
- always act in the best interest of the agency and the women and children it serves;
- attend training and workshops as directed by the Women's Services Manager;
- give respectful, appropriate and accurate feedback to coworkers and supervisors;
- accept and encourage feedback from coworkers and supervisors;
- participate as a cooperative, helpful team member;
- establish and maintain a professional approach to liaison with workers in significant community agencies and organizations;
- maintain a professional manner with all persons you meet through the agency;
- participate in additional activities as directed by supervisor.