POWELL RIVER CHILD, YOUTH & FAMILY SERVICES SOCIETY

JOB DESCRIPTION

Job Title: Family Enhancement Counsellor

Reports to: Programs Manager

Job Summary:

The Family Enhancement Counsellor works across all programs that offer services to children, youth and/or families at PRCYFSS including but not limited to Family Preservation and Reunification, Family Support, Youth Justice, Youth Engagement, Strength in Self and Foster Appreciation and Support. Additionally, the counsellor may be involved in support to other programs such as the Youth Resource Centre, the Family Centre and Library, Parent-Teen Conflict Resolution, Early Years & ORCA and other special projects as needed.

Working in consultation and collaboration with other involved service providers, the Family Enhancement Counsellor will provide group and individual interventions to children, youth and/or families (client(s)) served in the respective programs following the mandates and procedures specific to these programs. The Family Enhancement Counsellor is proactive in developing a network of support for each client, education and advocacy with identified individuals and community resources.

The Family Enhancement Counsellor uses his/her knowledge of family systems, human development, crisis intervention, conflict resolution, behaviour management, brief solution-focused approaches, trauma informed care, motivational interviewing, and other counselling techniques to support clients and to respond appropriately to crisis situations. The Family Enhancement Counsellor uses a person centred approach to practice and works sensitively with the population of clients served by PRCYFSS including families who are experiencing actual or potential family breakdown, clients who may be dealing with complex multi-generational problems (including historical abuse, grief and loss, high degree of conflict and/or substance abuse); youth who are involved with the criminal justice system, young parents, transitioning youth, and foster parents.

As a member of an agency wide service team, the Family Enhancement Counsellor provides coverage to other regular program staff who are absent due to annual vacation, special leave, emergency, or other circumstance as required.

The Family Enhancement Counsellor upholds the mission, vision, and values of PRCYFSS, is familiar with and participates in ensuring that the strategic goals of the agency are met and engages actively in monitoring program performance. His/her work is informed by best practice standards and reflects the agency's commitment to and respect for the diversity of all children, youth, adults, and families served, fellow co-workers, and other stakeholders. She/he models and promotes a positive image for the agency.

Key Duties and Competencies:

Family Enhancement Counsellors will be oriented to and are expected to follow the program specific procedures relevant to each client they serve across any of the programs they may be involved. Family Enhancement Counsellors must be prepared to and have the requisite competencies to fulfil the following key duties in their work:

1. Support for Children, Youth and/or Families:

- Initiate services with clients once assigned.
- Complete assessment, service plan and monthly progress reports for clients according to program procedures.
- Formalize agreements with clients to engage in services.
- Assess needs and strengths, sets time-specific goals and objectives developed collaboratively with the client and/or works collaboratively with the client to refine the goals included in his/her service agreement with MCFD and/or court requirements.
- Design and implement intervention strategies, ensuring that such strategies are compatible with service goals and objectives, and program mandate. This may include as appropriate to the service.
    - providing life and pro-social skill training either individually or in groups in the areas of:
        - physical and sexual health,
        - nutrition,
        - financial management,
        - social competency and social relationships,
        - employment skills and work experience,
        - educational and vocational planning,
        - Household management, and
        - housing support and assistance.
    - providing counselling, education, and the opportunity for skill development to various subsystems in the family (such as parents, siblings, parent/child,

extended family, etc.) in household management and life skills as related to the care and safety of the children for the purpose of:
    - increasing parents' knowledge of childhood development and children's corresponding needs.
    - increasing parental capacity to manage their household.
    - increasing the parents' ability to cope with their children's behaviour.
    - decreasing family conflict and increasing positive interactions.
    - enabling children to remain with their families.
- developing, in consultation with the referring Probation Officer, a detailed plan of supervision and support activities for any referred youth involved with the criminal justice system that may include:
    - Skill building in problem areas
    - Case management services.
    - Monitoring compliance with terms and conditions of community supervision, including where applicable random curfew checks.
    - Supporting the youth's participation in required or voluntary rehabilitation and intervention programs (e.g., addictions counselling, youth forensic treatment, life skills, social skills)
    - Assisting the youth in complying with reparative conditions of the court order such as community service (including setting up and supporting these placements), compensation or apology to the victim
    - Maintaining contacts with parents/caregivers, providing advice and assistance including brief, solution focused counselling, mediation, or crisis intervention to maintain the integrity of the family and residence stability.

- Assist clients to develop basic knowledge and skills in the areas of understanding and using available support systems.
- Assist clients to connect with other community resources as needed.
- Provide counselling, mediation and assists clients to develop self-advocacy skills, anger management and/or self-management skills.
- Monitor and accurately report on client progress toward established goals and objectives.
- In consultation with the client, community-based team and/or the Director, Child and Family Services, modify goals and objectives to reflect changing circumstances and client progress.
- Provide closure with clients at the termination of services as recommended by the Social Worker, Programs Manager and/or community-based team.
- Provide follow-up services to clients as appropriate according to the scope and mandate of each program.
- Provide coverage to co-worker's clients as assigned. Provides support and relief for youth in the youth programs.

- Provide a safe vehicle when transporting clients.
- Provide organization and facilitation for family/parent education groups.
- Provide therapeutic supervised access visits as well as observational supervised access visits as needed
- Assist clients to problem-solve crises.

2. Support Network Development:

- Help to facilitate appropriate liaisons among foster parents, natural families and youth-in-care as appropriate.
- Link clients with ongoing community-based support, e.g., mentors, volunteers, church groups, support groups, etc.
- Support and/or facilitate groups/networks as appropriate.
- Provide liaison with landlords, employers, employment agencies; the courts and/or other local resources based the mandate and scope of the program.
- Provide liaison with service-provider agencies relevant to the needs of youth.
- Provide liaison with relevant recreational and interest groups in the community.
- Provide liaison with the Support to Foster Care Worker, MCFD Resource Worker, Probation Office and/or MCFD Social Worker as needed.

3. Transitional services to support post-service plans.

- Work collaboratively with natural families, caregivers, MCFD social workers, colleagues, and members of the broader community to develop and support post service plans.

4. Documentation

- Complete all documentation requirements using PRYCFSS client information management system and in keeping with all PRCYFSS policies including but not limited to Client Services, Technology and Communications policies.
- Prepare and submit assessments, service plans, and progress reports as required.
- Open, compile and maintain client files during the service period and follow-up according to program guidelines.
- Ensure that all relevant assessment information is included in the client file.
- Complete progress notes following contacts with clients or when information related to the work with the client is obtained.
- Follow program guidelines for including client-related documents (e.g., confidentiality form, case conference minutes) in the file.
- Write and submit other reports as needed (e.g., incident reports).
- Complete and submit statistical information, time sheets, mileage claims, and expense sheets as required.
- Write and submit any required agency reports.

5. Meetings & Consultation

- Regularly attend and actively participate in case conferences and other required meetings/case reviews with social workers/probation offices/Foster Care Social worker etc.; supervision sessions with the Programs Manager; in-house team meetings; all-staff meetings; other meetings as required.
- Consult as needed with the client, Programs Manager, Social Worker, case-managed community team, and others for the purpose of assessment, case planning, provision of services, termination of client services, and completion of other work-related tasks.
- Initiate, coordinate and facilitate case conferences as needed.

6. Other Duties

- In consultation with the Programs Manager:
    - provide community education and public relations.
    - participate in program development and program evaluation activities.
    - attend internal and external training.
- Share information obtained through agency-funded professional development activities with other agency staff.
- Participate as required in fulfilling performance and quality improvement and accreditation activities and requirements.
- When needed, perform the duties of other regular program staff who are absent due to annual vacation, special leave, emergency, or other circumstance.
- Maintain a professional ethic, especially concerning confidentiality.
- Prepare year-end program report for Annual General Meeting.
- Routinely promote PRCYFSS's commitment to diversity and respect for cultural diversity in how we interact with clients and colleagues.
- Attend court proceedings as a witness as required by Crown Counsel, MCFD or subpoena.
- Provide other job duties as required.
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<u>Required Qualifications:</u>

Education, Training and Experience:

- Bachelor's Degree in related human/social service field
- 2 years recent related experience

Preferred Supplemental Training/Certificates

- Brief Solution Focused Therapy
- Motivational Interviewing
- Trauma Informed Care
- Conflict Resolution/Mediation Training

Required Skills and Abilities:

- Demonstrated case coordination skills.
- Demonstrated ability to mentor clients in determined strategies.
- Excellent oral and written communication skills.
- Proven ability to use personal computer and appropriate software effectively to complete the position's work on time. This includes at a minimum file management, e-mail, internet search, and word processing skills.
- Excellent interpersonal behaviour and communication skills.
- Excellent organization, time, and general management skills.
- Excellent group process and facilitation skills.
- Demonstrated high quality support skills and the ability to coach and mentor.
- Interviewing and assessment skills. Problem solving skills.
- Thorough knowledge of program issues.
- Knowledge of the impact of medical, social, and behavioural conditions on child development and family functioning.
- Ability to involve clients who have developmental disabilities in the community regardless of medical or behavioural barriers.
- Knowledge of human development, family systems, addictions theory and related treatment options, and youth justice system.
- Mediation, counselling, and crisis intervention skills.
- Familiarity with brief solution-focused intervention and motivational interview techniques.
- Ability to function effectively in emotionally intense situations and to manage stress levels including identifying and seeking appropriate support.
- Ability to proactively recognize and manage signs of burn out.

Additional Information and Requirements:

- Approved Criminal Record Search.
- A valid Work Safe BC approved First Aid Certificate.
- Access to a safe, well-maintained vehicle with appropriate insurance.
- Ability to work flexible hours.
- A valid driver's license.

Job Demands: (The unavoidable, externally imposed conditions under which the work must be performed)

Physical Demands

The Family Enhancement Counsellor will spend a significant amount of time at a desk. Attention to height and support of chair, height and support of arm rests and positioning of

keyboard and screen is required. Additionally, The Family Enhancement Counsellor must ensure he/she uses the telephone with proper body mechanics to avoid neck stress.
The Family Enhancement Counsellor will be required to travel throughout the community and beyond, so must be comfortable driving and walking in all weather. He/she may be exposed to illness and potentially unsanitary conditions when out in community or in locations where youth may be residing so must take care to protect personal health. The Family Enhancement Counsellor may also have to manage physically threatening clients and be prepared to be responsible for his/her own safety, and the safety of others.

Environmental Conditions
The Family Enhancement Counsellor may be busy with both scheduled and unscheduled client activity including afterhours crisis calls. She/he must be ready to respond quickly and effectively to many types of situations, including crisis situations. He/she may experience isolation because members of the community may not always agree with the decisions, he/she makes, and the commitment to confidentiality may not allow a response. The Family Enhancement Counsellor must be prepared to manage his/her own stress levels.

Sensory Demands
The Family Enhancement Counsellor will be in contact with clients who may be ill, using substances and/or not attentive to personal health and safety for themselves or their living situations. The Family Enhancement Counsellor may experience a number of unpleasant sensory demands associated with the lack of personal care.

Emotional Demands
The Family Enhancement Counsellor must monitor their time and stress levels to ensure they are able to effectively assist clients. He/she may experience multiple and competing demands on his/her time and may have to quickly assess situations to respond appropriately. He/she may experience interactions involving high emotional intensity including aggressive or threatening language or behaviours. He/she will need to be able to react quickly and de-escalate situations to ensure the emotional and physical safety of all involved.

The Family Enhancement Counsellor must be able to prioritize situations and manage time and may find that she/he is needed at irregular hours causing fatigue and stress. He/she may experience stress and stress related symptoms due to interacting with clients in crisis. For instance, he/she may be placed in a situation where his/her own life may be threatened as well as life-threatening situations for others such as instances of attempted suicide.