

Job Class Profile: **Community Service Worker**

Pay Level: **CG-29** **Point Band:** **622-675**

Factor	Knowledge	Interpersonal Skills	Physical Effort	Concentration	Complexity	Accountability & Decision Making	Impact	Development and Leadership	Environmental Working Conditions	Total Points
Rating	4	5	3	5	4	3	3	1	4	
Points	187	83	19	24	120	65	62	21	43	624

JOB SUMMARY

The Community Service Worker performs para-professional social work in delivering social service programs to aboriginal communities in the areas of child welfare, youth corrections and family and rehabilitation. Serves as a vital link between social work practice and aboriginal communities and assists in bridging the cultural gap to ensure the best interest of the health, safety and well being of children, families and the community. Under the lead direction of a social worker, participates in assessment, completion of investigations, protection, caregiver licensing/approval, youth services, residential services, home support, group home liaison, youth diversion, probation, adoption, case planning, family counselling and supports on-call emergency response.

Key and Periodic Activities

- Performs case assessment and case management in conjunction with or under the direction of the Social Worker within a number of social services programs (Child Welfare, Youth Corrections, Family and Rehabilitation). This includes conducting intake services, providing interpretations/translations for clients and social workers, developing plans with Social Worker to incorporate cultural values, co-ordinating interdisciplinary services to ensure support plans are implemented, providing a leadership role for aboriginal community, preparing court documentation and attending court to provide testimony, advocating for clients for other services, and maintaining accurate and comprehensive records of client assessment, treatment/intervention and progress.
- Conducts office visits, home visits and enquiries with third parties to obtain information concerning the client's social history/circumstances. Establishes eligibility for specific social service programs. Counsels clients to effect problem resolution and improve standard of living.
- Obtains and co-ordinates current resource information for clients, families and staff.
- Liaises with financial assessors, client service officers, government offices, worker's compensation offices, transitional houses and rehabilitation centers to check on client's applications status.
- May represent the department on various committees as required.
- Attends staff meetings, educational sessions, and community partner in-services as required.
- Prepares monthly statistics and related reports.

SKILL**Knowledge**

General and Specific Knowledge:

- Legislated programs in social work areas.
- Risk Assessment Techniques.
- Crisis and Non-Violent Crisis Intervention Techniques.
- Investigative Techniques.
- Suicide Intervention.
- Mediation.
- Policies and procedures within other applicable agencies.
- Court procedures and processes.

Formal Education and/or Certification(s):

Minimum: High school supplemented by completion of course work in social sciences including ability to speak Innu Aimen and English. Directly upon employment, special training provided in-house including: risk assessment, computer, crisis intervention, Child Sexual Abuse Joint Investigative Training with RCMP/RNC, Child Welfare Competency Based training, Community Corrections Competency Based Training, child care services, suicide intervention, non-violent crisis intervention, addictions, domestic violence, child/adolescent development, mediation, risk/need classification system, and young offender registration/information system training.

Years of Experience:

- Minimum: 1 – 2 years experience.

Competencies:

- Interview skills.
- Ability to interpret and apply policies and procedures.
- Computer skills.
- Written and oral communication skills.
- Organizational skills.
- Assessment skills.
- Advocacy/negotiating skills.

Interpersonal Skills

- Interpersonal skills are used to listen and ask questions of clients, family members, social workers and other professionals; evaluate and provide care/comfort to clients; conduct formal interviews with clients to assess history/situation; promote services to assist clients; provide counselling and support to clients/families; work with multidisciplinary teams; deal with upset/angry clients or aboriginal elders/community; and gain the co-operation of others to serve the client in the best possible way.
- The most significant interpersonal skills are to listen and assess clients, discuss/collaborate with social workers to discuss cases and build case plan, to collect confidential information (client history), conduct risk assessments, provide comfort and counselling and to communicate with outside agencies regarding referrals and supports.
- The most significant contacts are clients, social workers and supervisor.

EFFORT

Physical Effort
<ul style="list-style-type: none"> — Work tasks and activities do not result in fatigue, requiring periods of rest. — Regularly sits to consult with clients and to work on the computer. — Occasionally, works in awkward or cramped positions (working with small children, disabled clients, elder population), and drives to conduct home visits with clients. — Fine finger/precision work is required performing work on the computer and entering information into a computerized client records management system.
Concentration
<ul style="list-style-type: none"> — Visual concentration is required when using the computer for documentation and correspondence, when filing and organizing materials, watching for changes in client's body language or speech if they are upset or have issues where their safety or yours may be compromised (especially when conducting home visits), and when driving to visit clients. — Auditory concentration is required to listen and understand clients, coworkers, supervisor and all other outside contacts, when dealing with upset clients who may not be speaking rationally or clearly, elderly or sick clients that speak very low or the volume of communications in order to detect distress/urgency. — Touch is also required when trying to comfort/nurture clients who may be in distress or experiencing trauma (especially small children being taken from their homes and don't understand what is happening). — Higher than normal levels of attentiveness and carefulness are required when assessing clients especially those at high risk in order to ensure their health and safety and the safety of self and coworkers. — Time pressures, interruptions and lack of control over work pace occur on a daily basis. Examples include putting supports in place for clients, dealing with emergency cases and when a large number of referrals are received.
Complexity
<ul style="list-style-type: none"> — Performs a series of tasks that are quite different, but allow the use of similar skills and knowledge. — Experiences challenging and complex issues/problems on a regular basis dealing with a large involuntary clientele; interventions take place in people's homes which increases the potential risk of physical harm to them and others; matching the appropriate service intervention to each individual client in order to minimize significant risk of physical and psychological harm to clients; the high frequency and intensity of crisis experienced by families who become involved in the youth justice system; and sometimes being in conflict with their culture (respect of elders verses child protection issues) and being viewed as outsiders and betraying their people. — Resources such as policies, guidelines, regulations and legislation are available for guidance, but do not always fit with client's needs or demands; therefore, alternate solutions need to be found. In this case resources would include managers, social workers, other health professionals, and outside organizations.

RESPONSIBILITY

Accountability and Decision-Making
<ul style="list-style-type: none"> — Work tasks and activities are generally prescribed or controlled. — The workload is generated primarily through referrals and discussions with social workers. Functions under the lead direction of a social worker, however, with input from supervisor identifies the need for consultation around clinical dilemmas, case planning, case management and program issues. Also consults with social worker and program supervisor at key points of the decision-making process to ensure appropriateness of recommended plans of action. — Recommends to a social worker and supervisor approval for case dispositions (transfers, case closures, etc.,) and financial plans for the purchase of services. Must ensure client files have supporting documentation for approvals, services and completing applications for assistance for client/caregiver payment. — Discretion and judgement is used to apply procedures, guidelines, regulations to client assessments and plans, determine eligibility for services/programs, and provide advice and direction to social workers around cultural issues when developing interventions/strategies.
Impact
<ul style="list-style-type: none"> — Impacts are felt within the immediate work area, in and outside the department and the organization, on the public and on the clients/families. — There are positive and negative impacts on clients, their health and safety, continuity of care, and treatment plans. — Impacts also affect resources such as processes and systems, information, finances and corporate image. Deals with clients on a regular basis, recommends funding for services/programs, and deals with confidential and contentious information which must be documented and secured. — Consequences from decisions, advice or recommendations could be the result of inaccurate interpretation of client assessment and intervention resulting in delay of counselling or other supports. — Errors will normally be detected and corrected within hours of occurrence and would most likely be picked up by the social worker or program supervisor through supervisory review/consultation. There are decision-making points to ensure errors are picked up through the process which would mitigate errors occurring.
Development and Leadership of Others
<ul style="list-style-type: none"> — Not responsible for the supervision of staff. — Provides development and leadership responsibilities in the form of educating social workers with vital cultural and language knowledge, values and experience in order to provide effective service delivery.

WORKING CONDITIONS

Environmental Working Conditions
<ul style="list-style-type: none"> — Not required to wear safety equipment but may at times require special precautions such as taking another worker or having to call police escort when conducting home visits. — There is a limited likelihood of minor cuts, bruises, abrasions, minor illnesses, fractures, or

illness or injury resulting in partial or total disability.

- Exposed to unusual/distracting noise from clients visiting the office speaking loudly, dirt/dust/filth or garbage when visiting client's homes, physical dangers or threats while conducting home visits, wet or slippery surfaces when conducting site visits, and adverse weather conditions and isolation when travelling to homes any hour of the day.