

Job Class Profile: **Homemaker C**

Pay Level: **CG-26** **Point Band:** **490-533**

Factor	Knowledge	Interpersonal Skills	Physical Effort	Concentration	Complexity	Accountability & Decision Making	Impact	Development and Leadership	Environmental Working Conditions	Total Points
Rating	4	5	3	4	2	2	3	1	3	
Points	187	83	19	19	60	43	62	21	32	526

JOB SUMMARY

The Homemaker C provides a range of supports and services to families receiving services through the Department of Child, Youth and Family Services. The Homemaker (CYFS) is part of a family support team which identifies areas of risks/needs in families and implements the objectives and goals to be worked on to decrease the risks identified.

Key and Periodic Activities:

- Conducts independent home and/or office visits to provide education and support in areas of concern identified in the case plan. Support may include parenting skills, life skills, problem solving skills, coping skills, anger management, harm reduction, household management, budgeting,
- Supervises visitations between children in care and their families; encourages and promotes positive interaction; documents observations of family interactions; ensures the emotional and physical well being of children; intervenes to provide direction if inappropriate interaction occurs and terminates the visit if deemed necessary.
- Prepares documentation on all client visits and inputs into internal data base system.
- Escorts children in care to supervised visitations.
- Researches and prepares information to use with parents in family support sessions; ensures that quality resources are obtained and that information is prepared to a level that is comprehensible by each client.
- Consults with social workers, program manager and other professionals on case files in relation to family support services as well as additional or ongoing concerns identified in the home.
- Liaises with various community based organizations to coordinate services with agencies such as Mental Health and Addictions, Family Resource Centers, Legal Aid, and various federal and provincial government departments.
- Assists clients with the completion of various documents as required by government and/or community agencies.
- Performs daily administrative activities.
- Escorts children in care to various appointments.
- Accompanies social workers on high risk family visits or child removal.
- Participates in weekly team case consultations.

Key and Periodic Activities:

- Attends staff meetings; regional meetings; participates in various professional development programs such as Non-Violent Crisis Intervention, Suicide Intervention, Nobody's Perfect Parenting, etc.
- Compiles monthly statistics.
- Makes travel and accommodation arrangements for clients, as required.
- Testifies in court, when called as a witness.

SKILL**Knowledge****General and Specific Knowledge:**

- Child, Youth and Family Services Act
- Policies and Procedures
- Child development
- Parenting skills
- Community support programs

Formal Education and/or Certification(s):

- Minimum: High School Diploma. 2 Year Diploma in Early Childhood Education. Valid driver's license issued by the Province of Newfoundland and Labrador.

Years of Experience:

- Minimum: 2 to 3 years

Competencies:

- Ability to follow departmental policies and guidelines.
- Ability to apply specific strategies for each family based on individual family needs/goals.
- Ability to coordinate a range of work related activities with a broad range of issues.
- Ability to implement problem solving and coping skills.
- Ability to design/develop new programs for individual families.
- Ability to participate as a team member in ongoing case consultations.
- Ability to conduct analysis or assessment.
- Ability to operate a computer.
- Ability to prepare straightforward text.

Interpersonal Skills

- A range of interpersonal skills are used such as listening and asking questions when interacting with clients to ensure a clear understanding of the clients perspective as to what the issues are within the home; providing routine information and directions as well as providing care, comfort or nurturing when counselling clients; conducting formal interviews with clients; instructing, coaching and mentoring clients on parenting skills, problem solving or coping skills; gaining the cooperation of all family members in order to meet established goals and objectives; dealing with upset or angry people; providing expert advice or counselling to clients and resolving disputes to ensure specified goals are met as required. Must be able to

successfully and professionally advocate on behalf of clients with little to no understanding of government agencies/services or other community supports and work as a team member in ongoing case consultations.

- The most significant contacts are with Social Workers for assignment of caseload, direction on services/interventions required and updates on family progress, success and challenges; clients in the implementation of programs and services; and with various community support agencies to obtain the appropriate services and resources for the client.

EFFORT

Physical Effort

- The demands of the job occasionally results in fatigue, requiring periods of rest.
- Lifting small children and their personal belongings, booster and car seats weighing 25 to 50 lbs is performed on a regular basis when transporting children to various locations. Lifting or moving objects such as furniture over 50 lbs is required on an occasional basis.
- Required to drive clients to various locations; sit at a desk using the computer to complete documentation on client visits; and walk and stand in the performance of all other duties. Works in awkward or cramped positions or body movement when demonstrating hands-on household management skills or parenting skills, etc.
- Manual or physical activities include performing fine finger or precision work when using the computer to compile documentation on client visits; and using gross motor skills when walking, standing, lifting, etc.

Concentration

- **Visual** concentration is required when supervising visitations between parents and children to ensure appropriate interaction is taking place; driving to transport clients; compiling documentation on client visits; observing and interpreting body language to determine the possibility of risk and escalation of a specific situation; and when looking for signs of physical abuse to clients.
- **Auditory** concentration is experienced during supervised visits between parents and children to hear what is being said to ensure that children are not impacted by negative comments/dialogue; listening to social worker, co-workers and other team members to ensure understanding of directions and interventions required.
- **Other sensory demands** such as smell is important to detect odours associated with drugs such as marijuana and/or alcohol.
- Alertness and concentration are required when supervising visits to ensure safety and appropriate interaction between the parent(s) and child and when preparing case notes of client visits to ensure comments are accurate, precise and factual. Transporting/escorting children to and from visits; and observing situations that could become confrontational or violent requires **higher than normal levels of attentiveness and alertness**.
- **Time pressures and deadlines** are experienced when emergency situations arise or when there is a requirement to provide legal counsel with case notes when a file is involved in the court process. **Interruptions and lack of control over work pace** can occur with staff shortages; emergencies; conflicting priorities; unscheduled requests for services; or when a client cancels an appointment.

- **Exact results and precision** are required when preparing case notes of client visits to ensure they are accurate, precise and factual; and when installing car and booster seats in vehicle to ensure maximum safety of children.

Complexity

- Work involves providing a range of supports and services to families receiving services through Child, Youth and Family Services which involves performing tasks that are different but requires the use of similar skills and knowledge.
- A typical problem or challenge is the engagement of involuntary clients with multi-functional problems who are resistant to participating in the family support program.
- Reference material to assist in addressing problems, challenges and issues include the Child, Youth and Family Services Act and Policies; Program Managers; Social Workers; community partners; and research material.

RESPONSIBILITY

Accountability and Decision-Making

- Work tasks and activities are highly monitored and controlled.
- Family support contracts or case plans are set up by the Social Worker and the goals and objectives contained in each plan are implemented by the homemaker. Work is guided by policies and procedures.
- Have authority to implement the goals and objectives contained in the case plan; schedule client visits; use a variety of community based resources; transport children to and from visits; and terminate a supervised visit if it is not in the best interest of the child to continue.
- Supervisory approval is required before starting work on new case plans; providing services or supports to clients that require funding; purchasing resources; professional development, etc.
- Discretion and independence of action is exercised when assessing risk/safety during supervised visitations or home visits; dealing with challenging behaviours/difficult clients; using appropriate community resources; implementing goals and objectives outlined in case plans; maintaining confidentiality; and reporting cases of suspected abuse.

Impact

- Work results can have a positive impact within the immediate work area; department; organization and on clients as well as on material and human resources, health and safety; and corporate image when adequate resources and supports are provided to families resulting in improved social, life and parenting skills.
- Mistakes or errors can result in health and safety issues for children if protection concerns are not reported; additional stress on the family unit caused by ongoing conflict; inaccurate information contained in case notes; and injuries to a child if car or booster seat is not properly installed.
- All documentation pertaining to client visits is recorded on a daily basis and reviewed by Social Workers and/or Program Managers and all members of the family support team meet on a weekly basis to review all case files.
- Errors are typically identified and resolved within hours of problem identification.

Development and Leadership of Others

- There is no supervision of staff.
- May provide advice and guidance to new employees or students on the role of the family support worker and/or information on parenting skills.

WORKING CONDITIONS

Environmental Working Conditions

- There is a requirement to follow policies and procedures regarding special precautions or safety equipment when dealing with difficult or unusual situations.
- The likelihood of injury or illness resulting from hazards in the job is limited.
- Conducts visits to client's homes and can be exposed to undesirable working conditions such as unusual/distracting noise when working with children and/or other household noises; unsanitary conditions in the home which may include dirt, dust, filth or garbage; toxic or poisonous substances from second hand smoke; bodily fluids or waste; odours; wet or slippery floors, driveways or steps; isolation when performing home visits alone; and physical dangers or threats.