

JOB POSTING #2025-77-01

INTERNAL/EXTERNAL

Family Connections

Family Outreach and Support Worker

Wage: \$29.00 per hour

1-Full Time: 35 hours per week, Monday to Friday

Determine and Implement Services to be Provided for Program Clients

Join the team at Archway

Come Help Us Help People

Abbotsford

On Site

Job Summary:

The Family Outreach and Support Worker provides supervised visits, as well as outreach with assessments, planning, and implementation of Service Plans with clients of the program. The position aids the client in identifying, understanding, and overcoming personal/family problems, and in establishing and achieving realistic goals.

Your Role:

Archway's Family Outreach and Support Worker with the Family Connections Program contributes by:

- Supervises visits between parents and children who are not currently living together due to protection concerns.
- Interviews, prepares family histories, assesses problems, and outlines services provided by Family Connections.
- Develops and implements supportive interventions to assist in determining goals and the means of attaining them.
- Plans, prepares, and conducts individual sessions with clients.
- Provides life skills and positive parenting training.
- Teaches clients effective social and interpersonal skills through tasks of daily living and social activities.
- Is aware of resources in the community and is able to connect clients to resources.
- Reports and discusses case planning and concerns to the Ministry of Children and Family Development (MCFD) staff.
- Maintains a thorough knowledge of community resources. Provides liaison, education and advocacy to other professionals, other agencies and the community as required.

This position is a great fit for someone who has had experience working with families, is able to assess, prioritize, evaluate and problem solve, has good coaching and relationship building skills, and is able to work collaboratively with other program staff, social workers, and other related professionals.

Our Offer

- Wage: \$29.00 per hour
- A full-time position at 35 hours per week, availability Mondays to Fridays, from 8:30 AM to 5:00 PM.
- Benefits include:
 - Three weeks pro-rated vacation in your first year; four weeks in your second year.
 - Three pro-rated wellness days per year.
 - Pro-rated sick leave days per year.
 - Opportunity to exchange a statutory holiday for a cultural day celebration.
 - A great benefits plan including extended health and dental; you choose your plan.
 - A pension plan: Archway meets your contribution.
 - Employee and Family Assistance Program.
 - Access to online wellness resources including newsletters, physical health videos, and wellness events.
 - Free use of Archway's wellness equipment.
 - Great in-house training opportunities.
 - Business insurance and associated mileage costs for program-related driving is covered by Archway.
 - Rewarding work in a positive and supportive environment.
 - Work/Life balance.

Getting an Interview – you will be considered if you have:

- A degree in the human services field and related experience.
- Direct program delivery experience in the community social services sector with a demonstrated working knowledge of government and community-based programs and related provincial and community support systems.

The Job Requires you to have:

- Strong organizational and time management skills; able to balance and manage competing projects and priorities and prioritize workload to respond to changing conditions and deadlines.
- Strong skills with Microsoft Office 365, including Word, Excel, Outlook, and ability to use various database programs.
- Skills in using virtual meeting platforms including Microsoft Teams.
- Ability to navigate challenging conversations and sensitive topics.
- Ability to work in a stressful environment, dealing with clients in crisis situations. It is important to know when to seek support from supervisors or co-workers.
- Knowledge and ability to handle crisis situations and de-escalate.
- Ability to maintain discretion and work with a high level of privacy and confidentiality.

- Skills at communicating and presenting information to a variety of audiences in a clear, concise, and effective way for the purposes of report writing, facilitating meetings, group sessions, and networking.
- Knowledge of effective coaching, mentorship and relationship building practices.
- Personal maturity, sound judgment, self-motivation, empathy, and strong interpersonal skills.
- Ability to work effectively independently and with other program staff, therapists, social workers, and other related staff.
- Ability to supervise and document visits between parents and children who are in the care of the Ministry of Children and Family Development.
- Ability to work flexible work hours to meet family's availability (evenings and weekends).
- Ability to have direct, in-person contact with on-site staff and clients; adherence to health and safety protocols is required.
- Ability to work with challenging behaviours- sometimes aggressive, with clients with complex needs.
- A valid First Aid certificate is a condition of employment.
- A satisfactory Criminal Records Check is a condition of employment.
- Valid BC drivers license with a clean drivers' abstract.
- Use of personal vehicle for employment. Business insurance will be provided as per Archway's transportation policy.

Closing date is August 19, 2025

TO APPLY

Interested applicants are to reference **Posting #2025-77-01** in the subject line.

Please submit your cover letter and resume online to:

--Email: jobpostings@archway.ca --

Subject: Job Posting #2025-77-01

No phone calls please. Only short-listed applicants will be contacted.

Must be legally entitled to work in Canada.

Your resume may also be forwarded to other Programs for their consideration for their job vacancies. If you do not wish for your application to be shared with other Programs, please send an e-mail to jobpostings@archway.ca with DO NOT FORWARD TO OTHER PROGRAMS, in the subject line of the e-mail and the job reference number to which you applied, in the body of the e-mail.

Archway's goal is to be a diverse workforce that is representative, at all job levels, of the people we serve. Equity and diversity are essential to excellence. An open and diverse community fosters the inclusion of voices that have been underrepresented or discouraged. We encourage applications from members of groups that have been marginalized on any grounds enumerated under the B.C. Human Rights Code, including Indigenous identity, race, colour, ancestry, place of origin, political belief, religion, marital status, family status, physical or mental disability, sex, sexual orientation, gender identity or expression, or age.

We acknowledge that we gather on the traditional and unceded territory of the Stó:lō people. Stó:lō territory extends from the mouth of the Fraser River to Boston Bar. Locally, this includes the Matsqui First Nation and Sumas First Nation. We give them thanks for sharing their land and resources with us.

We invest in the mental health and wellbeing of our employees.

We're proud to share that Archway was recently recognized for having a 5-Star Safety Culture!

Every year, Canadian Occupational Safety (COS) recognizes organizations across Canada that exemplify excellence in fostering robust workplace safety cultures. Winners demonstrate a commitment to proactive risk management, comprehensive training, and employee engagement.

This award reflects our ongoing commitment to creating a workplace environment where employees feel safe, seen, and supported.

If you're interested in working for an organization where safety is a priority, come work with us at Archway.