

Family Support Worker – Full Time

Job Summary:

Provides family intervention support to parents and their children through partnership with the Ministry of Children and Family Development (MCFD) to reunify families and prevent children being exposed to parental neglect, or abuse and needing child protection.

This position may require some evening and weekend hours.

Qualifications:

Education, Training and Experience:

- Bachelor's Degree in related Human/Social Services field.
- Valid driver's license and reliable vehicle with appropriate insurance.
- Minimum of one (1) year previous work in a similar environment, preferably with Child Protective Services.

Job Skills and Abilities:

- Knowledge of human development and demonstrated ability to work with children and families in an outreach, group, and community setting.
- Strong knowledge of Family Systems and Attachment Theory.
- Demonstrated excellent interpersonal communication skills, both oral and written.
- Demonstrated ability to teach life & parenting skills, and support client implementation, using a strength-based and trauma-informed approach.
- Demonstrated skills, and temperamentally and emotionally capable of empowering parents through group facilitation, and some curriculum building.
- Demonstrated excellent knowledge and understanding of inter-generational trauma and interventions.
- Demonstrated collaborative skills to work with referring Social Worker, client care team, and other professionals.

Additional Information:

This position requires the ability to function both independently and with a team. Group facilitation will be offered by this position to assist families, as directed by the Coordinator. Individual one-on-one outreach and support provided by this position may require work outside normal office hours and in client's homes, in the community, or at care team functions.

Key Duties and Responsibilities:

1. Provide targeted outreach services that enhance behavioural and capacity development and daily living skills for families and their children, based on the goals of the referring worker.
2. Assist clients in the development of healthy parenting, (attachment, attunement) life, (routines, structure) and social/emotional skills.
3. Participate in the implementation, adaptation, and coordination of all aspects of case management in the support plan.
4. Provide support, guidance, and assist in problem solving with clients to address support plan and challenges related to family functioning in an individual or group setting, using skills such as active listening, role modeling, problem solving, conflict resolution, psycho-education, and resource referrals.
5. Implement service plans and client goals directed by the referring Social Worker. Participate in care team meetings as required to consult on, and report, client activities and progress. Act as an advocate and resource person for the agency.
6. Support clients to access community resources and supports, both professional and natural. Link clients with urgent needs to immediate resources (i.e. securing food resources, financial assistance, and finding housing).
7. Provide general emotional support to clients while working to build the emotional adaptability of the parent and child.
8. Facilitate Supported Family Visits for parents with children in alternate care, with a physically and emotionally safe, secure, environment.
9. Plan and conduct group parent education workshops on topics related to family functioning as required. Consult with clinical therapy staff in the planning and implementation of psychoeducational and life skills groups as required.
10. Liaise with and/or advocate for the interests of clients with other community service providers, professionals, school personnel as required. Accompany clients to meetings and community appointments as needed.
11. Services to families are provided in the context of the family home and in community locations that meet the needs of the client. Staff safety will be given priority when determining location.
12. Record behavioral observations and interventions in non-judgmental and third person perspective. Completes all documentation on time and as required using a case management database.
13. Complete all required training.
14. Perform additional training, support, and education duties as required.

General:

- Wage rate as per BCGEU Collective Agreement, Residence Worker – Grid 12- \$29.17 per hour plus health and dental benefits.
- This position requires Union membership.
- This position is open to all persons.
- This position requires successful completion of a criminal record check.
- This position reports to the Family Services Coordinator.

To apply for this position, please use the link on our website: <https://www.comserv.bc.ca/careers/>

Please mention the name of the job position you are applying for in your cover letter.

NO phone calls. Only short-listed applicants will be contacted.

Closing Date: December 31st, 2025