



Community Social Services Joint Job Evaluation Plan

Benchmarks

January 2016

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Benchmark Title**ACCOUNTANT****Job Summary**

Oversees the accounting function of the organization. Ensures accurate recording and reporting of financial information. Produces financial statements, analyzes financial information and provides advice on financial matters.

Key Duties and Responsibilities

1. Ensures financial recording accuracy and compliance with Generally Accepted Accounting Principles (GAAP) and established internal controls and procedures. Investigates and follows up to discuss, correct or report unusual or questionable entries or account balances.
2. Codes, records and posts transactions in journals and the general ledger, including complex transactions such as lease, amortization and major asset acquisition.
3. Analyzes, produces trial balances of, and reconciles balance sheet accounts; makes adjustments as necessary.
4. Monitors and analyzes cash flow, expenditures, journal and ledger entries, bank statements, account activity and other accounting and financial records. Makes recommendation to management with respect to financial matters.
5. Produces annual and/or monthly budgets and cash flow projections, financial statements and other financial reports required by senior management, board of directors, regulatory bodies and funders.
6. Assigns work, provides direction to clerical staff and ensures that assigned tasks are completed.
7. Prepares documentation for audit purposes; produces audit working papers as required.
8. Makes recommendations with respect to the organization's accounting practices and systems.
9. Performs other related duties as required.

Qualifications*Education and Knowledge*

Professional accounting designation such as CGA or CMA.

Training and Experience

Three (3) years recent related experience.

Or an equivalent combination of education, training and experience.

Benchmark Title**ACCOUNTING CLERK****Job Summary**

Performs a variety of clerical duties in support of the organization's accounting function. Checks source documents, enters data into computerized accounting systems and maintains a variety of records.

Key Duties and Responsibilities

1. Checks source documents such as timesheets, invoices and expense claim forms for accuracy and completeness.
2. Performs basic calculations from source documents such as the total number of hours worked from employees' timesheets and the total amount owed to vendors from invoices.
3. Inputs data from source documents into computerized accounting systems or spreadsheets.
4. Files documents such as invoices, cheque requisitions and bills; maintains the filing system in accordance with established guidelines.
5. Prints or types cheques for signing. Compares cheques to source documents to ensure accuracy. Distributes cheques to staff and vendors.
6. Prints pre-defined reports from computerized accounting systems or spreadsheets.
7. Processes petty cash transactions.
8. Prepares and deposits cash receipts; maintains records.
9. Performs other related duties as required.

Qualifications*Education and Knowledge*

Grade 12, plus related post-secondary courses.

Training and Experience

One (1) year recent related experience.

Or an equivalent combination of education, training and experience.

Benchmark Title**ACTIVITY WORKER****Job Summary**

Plans, organizes, implements, and evaluates community-based recreational, social and/or educational activities. Encourages and facilitates clients' participation in activities.

Key Duties and Responsibilities

1. Plans, organizes, implements, and evaluates community-based recreational, social and/or educational activities to meet clients' needs.
2. Encourages and facilitates clients' participation in activities; provides guidance and instructions.
3. Monitors and observes clients' behaviour. Report problems to the supervisor.
4. Provides skill-building to clients such as life skills and social skills; models appropriate behaviour.
5. Ensures the safety of clients. Responds to emergencies in accordance with established policies and guidelines.
6. Participates in the development of individual activity plans.
7. Accompanies and/or transports clients to activities.
8. Administers medication as required in accordance with established guidelines, procedures and instructions.
9. Maintains related records and statistics and produces reports as required.
10. Maintains liaison with clients' families, other community service providers and professionals.
11. Performs other related duties as required.

Qualifications*Education and Knowledge*

Certificate in a related human / social service field or recreation course.

Training and Experience

Six (6) months recent related experience.

Or an equivalent combination of education, training and experience.

Benchmark Title**ADDICTIONS COUNSELLOR****Job Summary**

Provides prevention, assessment, referral, counselling and follow-up services to individuals and family members affected by abuse of alcohol, drugs and gambling.

Key Duties and Responsibilities

1. Conducts comprehensive assessments, develops treatment plans and makes referrals to other programs or agencies as required.
2. Provides individual, family and group counselling using therapeutic techniques drawn from theoretical frameworks such as family systems, solutions-focused, narrative and psychodynamic group work.
3. Assists clients to live without depending on addictive substances and activities. Teaches and assists clients in developing life skills and community survival skills. Engages clients in acceptable recreational and social activities in the community.
4. Develops and facilitates support groups for clients and/or their families as required.
5. Reviews and evaluates client's progress and makes adjustments to treatment plans as required. Provides feedback and support to clients and/or their families.
6. Develops and provides prevention and education activities in the community such as workshops, as required.
7. Maintains liaison with other agencies, professionals, ministries and the community.
8. Maintains client records and provides statistics and reports as required.
9. Performs other related duties as required.

Qualifications*Education and Knowledge*

Bachelor's degree in a related human / social service field.

Training and Experience

Two (2) years recent related experience, including training or experience in addictions work.

Or an equivalent combination of education, training and experience.

Benchmark Title**ADMINISTRATIVE ASSISTANT****Job Summary**

Provides a variety of administrative and secretarial assistance in an office. Produces reports from a variety of information sources and databases. Tracks office or program expenditures.

Key Duties and Responsibilities

1. Screens and prioritizes incoming correspondence and other materials for staff members.
2. Tracks office or program expenditures by recording expenses and alerting the supervisor to budget overruns and unusual expenses. Maintains a variety of financial records such as petty cash fund, purchase orders and cheque requisitions.
3. Collects, researches, organizes and summarizes data from a variety of sources and produces reports such as program status and board reports.
4. Maintains client and program information using spreadsheet and/or database software.
5. Produces ad hoc reports from databases as required by the supervisor by identifying and organizing the required information, compiling data, designing format, and printing reports.
6. Responds to outside inquiries about services offered by the organization. Communicates with other community service agencies and/or ministries regarding client enrolment in and attendance at programs.
7. Orients, monitors, and provides work direction to volunteers and/or practicum students.
8. Provides word processing, data input and typing support such as correspondence, meeting minutes, forms and client information; drafts routine correspondence such as thank you letters, client appointment letters and internal memoranda.
9. Arranges meetings, schedules appointments and makes travel arrangements; books rooms for meetings. Prepares agendas and takes minutes at meetings as required.
10. Performs other related duties as required.

Qualifications*Education and Knowledge*

Grade 12, plus completion of a program of up to one (1) year in secretarial training, business or office administration.

Training and Experience

Three (3) years recent related experience.

Or an equivalent combination of education, training and experience

Benchmark Title**ADMINISTRATIVE SUPERVISOR****Job Summary**

Supervises clerical staff and participates in their recruitment and selection. Participates in the coordination of administrative and clerical work in an office. Performs a variety of administrative and secretarial duties as required.

Key Duties and Responsibilities

1. Assigns work, provides direction to clerical staff and ensures that assigned tasks are completed. Ensures effective and appropriate clerical staff coverage.
2. Orients and trains clerical staff.
3. Monitors the performance of staff. Provides feedback on their performance and conducts performance evaluation.
4. Participates in the recruitment and selection of clerical staff by performing duties such as advertising vacancies, screening resumes, interviewing applicants and providing input on selection.
5. Evaluates, develops and recommends office procedures and practices to senior management. Ensures that approved office policies, practices and procedures are understood and followed.
6. Responds to outside inquiries about services offered by the organization. Communicates with other community service agencies and/or ministries regarding client enrolment in and attendance at programs.
7. Performs a variety of secretarial duties such as drafting and typing routine correspondence, arranging meetings and taking minutes.
8. Tracks office or program expenditures by recording expenses, alerting the supervisor to budget overruns and unusual expenses and authorizing purchases. Maintains a variety of financial records such as petty cash fund, purchase orders and cheque requisitions. Provides input into budget formulation.
9. Collects, researches, organizes and summarizes data from a variety of sources and produces reports such as program status and board reports.
10. Maintains client and program information using spreadsheet and/or database software.
11. Produces ad hoc reports from databases as required by the supervisor by identifying and organizing the required information, compiling data, designing format, and printing reports.
12. Performs other related duties as required.

Qualifications*Education and Knowledge*

Grade 12, plus completion of a program of up to one (1) year in secretarial training, business or office administration.

Training and Experience

Four (4) years recent related experience, including one (1) year supervisory experience.

Or an equivalent combination of education, training and experience.

Benchmark Title**ADULT, YOUTH AND/OR CHILD COUNSELLOR****Job Summary**

Assesses client problems. Develops and implements counselling plans for individuals, groups and families. Plans and conducts individual and/or group counselling sessions using a variety of therapeutic counselling techniques. Provides skill building in problem areas. Provides case management services.

Key Duties and Responsibilities

1. Gathers information relevant to clients' problems by interviewing, observing behaviour, meeting with caregivers and service providers and using a variety of inventories, checklists and questionnaires. Conducts structured analyses of the information gathered to provide an assessment of client's problems.
2. Develops and implements counselling plans and intervention using a variety of therapeutic counselling techniques drawn from theoretical frameworks such as family systems, solution-focused, narrative, psycho-dynamic group work, and advanced group counselling techniques to resolve the assessed problems.
3. Monitors client's progress and provides follow-up planning.
4. Evaluates the effectiveness of counselling plans, reports clients' progress, and discusses case management and related concerns with therapists, social workers, peers or other professionals.
5. Provides case management services and consultation to other service providers. Provides information on and refers clients to other community service providers, resources or professionals as required.
6. Provides skill building in areas of parenting skills, anger management or self-management techniques.
7. Maintains related records and statistics and provides reports to the supervisor as required.
8. Liaises with and/or promotes the interests of clients with other community service providers, professionals or school personnel as required.
9. Performs other related duties as required.

Qualifications*Education and Knowledge*

Bachelor's degree in a related human / social service field.

Training and Experience

Two (2) years recent related experience.

Or an equivalent combination of education, training and experience.

Benchmark Title**ADULT, YOUTH AND/OR CHILD WORKER****Job Summary**

Identifies client problems, needs and risks. Develops and implements short-term, issue-specific intervention plans within program guidelines. Plans and conducts individual and/or group counselling sessions using basic counselling techniques. Provides skill building in problem areas.

Key Duties and Responsibilities

1. Gathers information relevant to the client's problems, needs and risks by interviewing, observing behaviour, meeting with caregivers and service providers and using a variety of inventories, checklists and questionnaires. Reviews the information gathered to identify problems, needs and risks.
2. Develops and implements short-term, issue-specific intervention plans within program guidelines in consultation with the supervisor.
3. Plans, prepares and conducts group or individual counselling sessions using techniques such as active listening, conflict resolution, basic group counselling, and basic psycho-educational group methods to resolve the identified problems, needs and risks.
4. Provides skill building in areas such as parenting skills, anger management or self-management techniques.
5. Evaluates the effectiveness of the intervention plan, reports on clients' progress, and discusses related concerns with the supervisor in order to resolve identified problems and move towards defined objectives.
6. Outlines services provided by the program and/or organization. Provides information on and referral to other community service providers, resources and professionals as required.
7. Maintains related records and statistics and provides reports to the supervisor as required.
8. Liaises with and/or promotes the interests of clients with other community service providers, professionals and school personnel as required. Accompanies clients to meetings and appointments as required.
9. Performs other related duties as required.

Qualifications***Education and Knowledge***

Diploma in a related human / social service field.

Training and Experience

One (1) year recent related experience.

Or an equivalent combination of education, training and experience.

Benchmark Title**ASLEEP RESIDENTIAL NIGHT WORKER****Job Summary**

Sleeps through the night, waking only to attend to unusual circumstances.
Provides assistance with morning and evening routines.

Key Duties and Responsibilities

1. Sleeps through the night hours but is required to wake in order to attend to unusual night-time needs that arise with the residents.
2. Supports residents with their morning and evening routine such as washing, brushing teeth, combing hair and assisting the residents in the preparation of their breakfast.
3. Administers medication to residents in accordance with established policy.
4. Responds to emergencies in accordance with established policies and procedures.
5. Completes related records such as log books, charts and incident reports.
6. Secures the building by arming alarms and locking doors and windows.
7. Performs other related duties as required.

Qualifications*Education and Knowledge*

Grade 12

Training and Experience

Three (3) months recent related experience.

Or an equivalent combination of education, training and experience.

Benchmark Title**AWAKE RESIDENTIAL NIGHT WORKER****Job Summary**

Monitors and attends to the well being and safety of residents during the night. Maintains a comfortable and clean living environment.

Key Duties and Responsibilities

1. Monitors residents through the night and attends to any medical and behavioural needs that arise during the night.
2. Follow through on direction regarding specific residents left by the day staff.
3. Notifies staff of any major problems or emergencies. Responds to emergencies in accordance with established policies and procedures.
4. Supports residents with their morning and evening routines at the beginning and end of the shift.
5. Ensures that residents follow house rules. Monitors curfew regulations and reports to appropriate authorities as required.
6. Administers medications to residents in accordance with established policy.
7. Ensures that logbooks and other documentation such as charts and incident reports are complete.
8. Performs light housekeeping duties such as vacuuming, dusting, emptying garbage, cleaning and laundry. Performs minor building maintenance such as changing light bulbs. Reports maintenance needs to the supervisor.
9. Secures the building by arming alarms and locking doors and windows.
10. Prepares and assists residents in breakfast preparation.
11. Performs other related duties as required.

Qualifications*Education and Knowledge*

Grade 12.

Training and Experience

Six (6) months recent related experience.

Or an equivalent combination of education, training and experience.

Benchmark Title**BEHAVIOURAL THERAPIST****Job Summary**

Develops, implements and maintains behavioural intervention strategies and programs for clients and provides training to caregivers to facilitate successful living in the community.

Key Duties and Responsibilities

1. Identifies, assesses and monitors clients' needs in conjunction with caregivers and/or other service providers.
2. Develops, implements and maintains individual behavioural intervention strategies and programs to allow clients to more fully and actively participate in community life. Applies psychological theories and principles and behavioural analysis techniques regarding behaviour and mental processes such as learning, memory, perception and language developments.
3. Identifies crisis situations and implements interventions to deal with such episodes.
4. Counsels individuals and groups to achieve more effective personal, social and vocational development.
5. Provides training to caregivers and others to implement individualized plans for clients.
6. Develops written plans, which include needs identification, goals, tasks and timeframes with regard to client programs, in conjunction with caregivers and/or other service providers.
7. Keeps current on literature and research in the field. Provides up-to-date best practice information.
8. Maintains related records and prepares reports.
9. Performs other related duties as required.

Qualifications*Education and Knowledge*

Master's degree in Counselling Psychology or a related field.

Training and Experience

Two (2) years recent related experience.

Or an equivalent combination of education, training and experience.

Benchmark Title**BOOKKEEPER****Job Summary**

Performs bookkeeping duties such as coding, recording, posting and processing day-to-day transactions. Processes one or more of accounts receivable, accounts payable and payroll. Maintains and updates accounting records.

Key Duties and Responsibilities

1. Codes source documents such as invoices and receipts to the appropriate accounts.
2. Maintains and updates accounting records by performing duties such as recording and posting transactions in journals and the general ledger for accounts payable, accounts receivable and payroll.
3. Prepares and issues invoices and follows up on late accounts in accordance with established procedures. Pays approved invoices.
4. Maintains bank account records; reconciles bank accounts and balances chequebooks.
5. Prepares various accounting summaries and reports. Compiles, maintains and produces statistics and reports of such records as seniority lists, vacation entitlement, and sick leave and overtime banks.
6. Submits forms to health and welfare benefit carriers to arrange for, change and terminate coverage for employees. Assists employees in submitting claim forms. Maintains records of benefit enrolment.
7. Responds to inquiries and requests regarding payroll, benefits and other bookkeeping duties. Follows up to resolve errors and discrepancies in accordance with established procedures.
8. Assists the accountant or financial manager in the preparation for audit and the production of financial statements, budgets and other financial reports by performing such duties as providing related documentation, preparing various accounting summaries and reports, and compiling statistics.
9. Performs other related duties as required.

Qualifications*Education and Knowledge*

Grade 12, plus post secondary courses of up to two (2) years in areas such as bookkeeping, payroll or office procedures.

Training and Experience

Two (2) years recent related experience.

Or an equivalent combination of education, training and experience.

Benchmark Title

BUILDING MAINTENANCE WORKER

Job Summary

Performs maintenance & repairs related to buildings, grounds and equipment, in one or more areas such as electrical, plumbing, painting and grounds-keeping.

Key Duties and Responsibilities

1. Establishes, monitors, and carries out preventative maintenance procedures and schedules for buildings, equipment and grounds. Ensures building and equipment meet all safety, security and fire regulations and policies. Makes recommendations for major repairs and purchases to supervisor.
2. Performs carpentry, electrical, painting, mechanical and plumbing maintenance and repairs such as repairing furniture, constructing shelves, installing switches, replacing plugs and other basic appliance repairs, applying paint and other finishes, repairing drywall, disassembling and reassembling equipment, replacing sinks and toilets and applying finishing material such as linoleum.
3. Monitors work performed by contractors, prepares estimates of labour and material costs, contacts external contractors and trades people to obtain quotes and arranges for major repairs and maintenance work.
4. Collects and removes garbage and recyclable materials and ensures the safe disposal of hazardous waste.
5. Cleans external areas such as entranceways, sidewalks and parking lots using manual and power brooms, rakes, shovels and other equipment to remove dirt, leaves, snow and other refuse. Performs minor gardening and lawn maintenance tasks such as mowing, weeding, pruning and watering.
6. Completes and maintains related records such as maintenance logs and security incident reports.
7. Transports equipment, furniture and supplies manually and/or using aides such as dollies and carts. Operates a motor vehicle to pick up and move goods and supplies. Arranges furniture for special events.
8. Performs other related duties as required.

Qualifications

Education and Knowledge

Grade 10, plus related vocational training such as a building maintenance course.

Training and Experience

Two (2) years recent related experience.

Or an equivalent combination of education, training and experience.

Benchmark Title**CHILD AND YOUTH TRANSITION HOUSE
WORKER****Job Summary**

Monitors and conducts recreational activities with children or youth. Provides emotional support and feedback.

**Key Duties and
Responsibilities**

1. Monitors and ensures the safety and comfort of children or youths. Reports any problems to the supervisor and responds to emergencies in accordance with established guidelines.
2. Plans, conducts and encourages children's or youths' participation in recreational activities such as craft projects and games. Prepares and sets up equipment or materials for the activities as required.
3. Provides emotional support and feedback to children and youths to help them deal with the effects of witnessing domestic violence.
4. Provides parenting support to mothers and models effective parenting skills. Provides information on and assistance in accessing community services and resources as appropriate.
5. Accompanies and/or transports children or youths to activities.
6. Maintains related records and statistics and produces reports as required.
7. Performs other related duties as required.

Qualifications*Education and Knowledge*

Grade 12 plus post secondary training in child care or a related field of up to one (1) year.

Training and Experience

Six (6) months recent related experience.

Or an equivalent combination of education, training and experience.

Benchmark Title**CHILD CARE RESOURCE AND REFERRAL
WORKER****Job Summary**

Provides resource and consultation services to parents and family-based child care providers. Maintains child care registry and a variety of resources.

**Key Duties and
Responsibilities**

1. Responds to telephone and in-person inquiries from parents and potential or existing child care providers on issues related to child care services. Provides resource materials and information on community resources, services and local child care providers.
2. Provides consultation to child care providers and potential child care providers in areas such as start-up and operation, licensing requirements, safety standards, and programming. Conducts initial and follow-up visits to child care providers.
3. Develops and produces newsletters, program brochures and pamphlets in conjunction with other staff. Develops, selects and acquires resource materials in consultation with the supervisor.
4. Maintains the lending library by performing duties such as organizing resources and equipment, performing inventory, and maintaining library membership, loan and return records.
5. Plans, conducts and/or participates in the delivery of workshops, networking and educational events for parents and child care providers in consultation with the supervisor.
6. Promotes the program and recruits child care providers through channels such as public service announcements, classified advertising and posters and brochures.
7. Maintains a registry of child care providers in accordance with established policies and guidelines.
8. Maintains related records and statistics and produces reports as required.
9. Performs other related duties as required.

Qualifications*Education and Knowledge*

Early Childhood Education Certificate.

Training and Experience

Two (2) years recent related experience.

Or an equivalent combination of education, training and experience

Benchmark Title**CHILDREN WHO WITNESS ABUSE
COUNSELLOR****Job Summary**

Provides counselling, education and advocacy support to children between the ages of 3 and 18 who have witnessed domestic violence. Provides emotional and parenting support for parents regarding the impact on their children of witnessing violence.

Key Duties and Responsibilities

1. Interviews clients, prepares case histories and outlines services provided by the organization. Refers clients to more appropriate programs if needed.
2. Assesses the impact of witnessing abuse on the child, the group readiness of the child and the support needs of the abused parent.
3. Develops and conducts psycho-educational support groups for children.
4. Conducts individual counselling sessions with the child and/or individual members of his/her family using techniques such as active listening, conflict resolution and psycho-education; provides emotional support.
5. Provides emotional and parenting support and referral services for parents.
6. Conducts post group interviews with children and/or their families. Recommends follow-up services where necessary and makes appropriate referrals.
7. Maintains related records, statistics and prepares reports as required.
8. Maintains current knowledge of issues and resources related to abuse and violence. Provides presentations and public awareness activities about services and issues.
9. Performs other related duties as required.

Qualifications*Education and Knowledge*

Bachelor's degree in a related human / social service field.

Training and Experience

Two (2) years recent related experience.

Or an equivalent combination of education, training and experience.

Benchmark Title**CHILDREN WHO WITNESS ABUSE
COUNSELLOR - ART SPECIALIST****Job Summary**

Provides counselling, education and advocacy support to children between the ages of 3 and 18 who have witnessed domestic violence. Provides emotional and parenting support for parents regarding the impact on their children of witnessing violence.

Key Duties and Responsibilities

1. Interviews clients, prepares case histories and outlines services provided by the organization. Refers clients to more appropriate programs if needed.
2. Assesses the impact of witnessing abuse on the child, the group readiness of the child and the support needs of the abused parent.
3. Develops and conducts psycho-educational support groups for children. Develops and conducts support groups based on Art Therapy training.
4. Conducts individual counselling sessions with the child and/or individual members of his/her family using techniques such as active listening, conflict resolution and psycho-education; provides emotional support. Uses Art Therapy according to level of training.
5. Provides emotional and parenting support and referral services for parents.
6. Conducts post group interviews with children and/or their families. Recommends follow-up services where necessary and makes appropriate referrals.
7. Maintains related records, statistics and prepares reports as required.
8. Maintains current knowledge of issues and resources related to abuse and violence. Provides presentations and public awareness activities about services and issues.
9. Performs other related duties as required.

Qualifications*Education and Knowledge*

Bachelor's degree in a related human / social service field plus enrolment in an Art Therapy graduate Diploma program.

Training and Experience

Three (3) years recent related experience, including enrolment in an Art Therapy graduate Diploma program.

Or an equivalent combination of education, training and experience.

Benchmark Title**CLINICAL COUNSELLOR****Job Summary**

Provides clinical counselling after assessing client's social, psychological, emotional and/or behavioural issues and by developing therapeutic programs and interventions.

Key Duties and Responsibilities

1. Identifies, assesses and monitors client's needs in conjunction with caregivers and/or other service providers.
2. Interviews clients to gather case history information. Assesses profound social, psychological, emotional and/or behavioural issues affecting clients. Identifies core areas of concern to be addressed by clinical counselling.
3. Develops and implements therapeutic plans and programs necessary to meet client goals and objectives. Provides individual and group counselling interventions using therapeutic techniques depending on client need.
4. Provides follow-up support to clients after the end of therapy treatment. Monitors and evaluates clients functioning and interaction with family and friends and in the community. Advises other professionals involved with client's case where further evaluation or more intensive treatment is required.
5. Maintains knowledge of community resources and provides appropriate referrals to clients to meet their needs.
6. Formulates and facilitates support groups in program areas for clients and/or their families as required.
7. Provides consultation to those working with client cases i.e. social workers, probation officers, other organization staff, and other professionals.
8. Provides required reports on clients' behaviour and progress. Maintains clinical records indicating the nature and duration of treatment.
9. Participates in staff training sessions and public education forums, seminars and conferences relevant to specific program areas. Engages in prevention activities by networking, consultation, public relations as required.
10. Performs other related duties as required.

Qualifications*Education and Knowledge*

Master's degree in Counselling Psychology or a related field.

Training and Experience

Two (2) years recent related experience.

Or an equivalent combination of education, training and experience.

Benchmark Title**COMMUNITY SUPPORT WORKER****Job Summary**

Assists clients living semi independently with their physical, economic, vocational, recreational, social, emotional and daily life skills development. Assists clients to achieve the greatest degree of independence and quality of life possible.

Key Duties and Responsibilities

1. Participates in assessment, goal setting and program planning such as Personal Service Plans for individuals living semi independently. Documents and implements the plan. Provides input into the evaluation of the program.
2. Evaluates client needs and develops short term plans to meet such needs with the active participation of clients and their families.
3. Assists clients to function more independently in their own homes and in the community. Assists clients with daily life skills, social skills and/or behaviour management. Teaches and assists clients with activities such as grooming, basic cooking, money management, shopping, household safety, pet care. Facilitates physical, recreational, educational, social and vocational activities.
4. Recognizes, analyzes and deals with potential emergency situations such as clients' aggressive behaviour to minimize potential harm to the clients and/or the public. Reports problems to the supervisor.
5. Administers medication to clients in accordance with established policy.
6. Ensures health and safety standards are maintained.
7. Reviews and evaluates clients' progress and makes adjustments to programs as required. Provides feedback and support to clients and/or their families.
8. Accompanies and/or transports clients to activities such as appointments, shopping or leisure activities.
9. Provides written and/or verbal reports regarding clients' daily activities and progress. Ensures that all required documentation is complete and accurate.
10. Identifies social, economic, recreational, physical, vocational and educational services in the community that will meet clients' needs. Maintains liaison with other agencies, professionals, government officials and the community.
11. Performs other related duties as required.

Qualifications***Education and Knowledge***

Diploma in a related human / social service field.

Training and Experience

One (1) year recent related experience.

Or an equivalent combination of education, training and experience.

Benchmark Title**COMPUTER TECHNICAL SUPPORT SPECIALIST****Job Summary**

Provides computer technical support services to staff and client users. Ensures that the organization's computer workstations are maintained in proper operating condition and configurations.

Key Duties and Responsibilities

1. Provides training and user support to staff and clients in the use of computer software and hardware programs by performing duties such as diagnosing and resolving problems, demonstrating and explaining program functions and providing suggestions on work methods.
2. Ensures that computer workstations are in proper operating condition by performing duties such as re-installing and un-installing computer software programs, removing unnecessary files and folders, and re-configuring hardware and software.
3. Investigates computer hardware problems reported by users; applies routine corrective measures such as restoring default hardware configurations and re-connecting system components such as external hard drives, printers and communication hubs.
4. Performs routine computer software maintenance tasks such as installing software and patches, updating anti-virus programs and scanning computers for viruses.
5. Conducts data backup and/or restoration as required in accordance with established procedures.
6. Monitors the LAN, network connections and other network services such as email and internet to ensure that they are operational.
7. Reports any major computer software and hardware problems to the supervisor and recommends repairs.
8. Maintains an inventory of computer hardware and software.
9. Maintains related records as required.
10. Performs other related duties as required.

Qualifications*Education and Knowledge*

A diploma in a field related to information technology or computer science.

Training and Experience

Two (2) years recent related experience.

Or an equivalent combination of education, training and experience.

Benchmark Title**COOK****Job Summary**

Develops menu plans, prepares meals, and oversees the operation of the eating and cooking facilities.

Key Duties and Responsibilities

1. Develops a breakfast, lunch and dinner menu plan in accordance with accepted nutritional guidelines such as Canada's Food Guide for Healthy Eating and the individual dietary needs of the clients.
2. Prepares, cooks and serves meals and snacks, including those for special dietary needs and special occasions, in accordance with safety and health standards and the menu plan.
3. Oversees the operation of the eating and cooking facilities and equipment and ensures their cleanliness and maintenance. Reviews the meal preparation needs of the organization. Purchases equipment to meet those needs within approved budget limits. Maintains an inventory of all related equipment.
4. Purchases and orders food items necessary for the preparation of meals. Ensures that purchases are within approved budget limits. Maintains an inventory of food and other related items. Stores food items.
5. Performs other related duties as required.

Qualifications***Education and Knowledge***

Grade 10, plus graduation from a program in institutional or residential quantity cooking.

Training and Experience

One (1) year recent related experience.

Or an equivalent combination of education, training and experience.

Benchmark Title**CRISIS LINE COORDINATOR****Job Summary**

Coordinates and delivers crisis phone line services. Recruits, screens, trains, coordinates and supervises members of the crisis line team.

Key Duties and Responsibilities

1. Screens, recruits, interviews and selects crisis line volunteers. Orients and trains staff and crisis line volunteers for the program.
2. Schedules, supervises, supports and evaluates crisis line staff and volunteers. Schedules regular team meetings.
3. Provides input into the planning, developing and evaluating of services delivered.
4. Acts as a front line deliverer of service on the crisis line.
5. Assists in the development of the budget and informs senior management of budget needs.
6. Maintains contact with community groups and volunteer organisations to promote interest, participation and support for the program. Develops promotional material.
7. Promotes crisis line program in the community through meetings, forums, media interviews, posters and brochures.
8. Prepares reports and statistics on crisis line operation and use.
9. Performs other related duties as required.

Qualifications**Education and Knowledge**

Diploma in a related human / social service field.

Training and Experience

Two (2) years recent related experience, including supervisory or volunteer management experience.

Or an equivalent combination of education, training and experience.

Benchmark Title

DATABASE CLERK

Job Summary

Designs, creates, enters data into and produces reports from standardized databases using spreadsheet or database software programs. Files source documents and maintains filing systems.

Key Duties and Responsibilities

1. Designs and creates standardized databases using spreadsheet or database software programs such as Excel, Access, Dbase and FoxPro to store data such as client information, wait lists and program delivery data.
2. Enters data into databases from source documents such as client intake forms and class enrolment list. Updates data as required.
3. Produces ad hoc reports from databases as required by the supervisor by identifying and organizing the required information, compiling data, designing format, and printing reports.
4. Designs and creates templates for documents such as memoranda, letters and presentation slides using computer software programs such as WordPerfect and PowerPoint.
5. Files source documents; maintains and updates the organization's files and filing systems.
6. Prepares, updates and prints program brochures using a software package. Ensures supplies of up-to-date handouts and resource materials are available.
7. Provides word processing, data input and typing support such as correspondence, meeting minutes, forms and client information; drafts routine correspondence such as thank you letters, client appointment letters and internal memoranda.
8. Supports staff in the day-to-day use of computer software programs by performing duties such as demonstrating and explaining program functions and providing suggestions on work methods.
9. Performs other related duties as required.

Qualifications

Education and Knowledge

Grade 12 plus post-secondary courses in secretarial training or office administration of up to one (1) year.

Training and Experience

Two (2) years recent related experience.

Or an equivalent combination of education, training and experience.

Benchmark Title**EARLY CHILDHOOD EDUCATOR ASSISTANT****Job Summary**

Under close supervision, assists senior staff to provide support and direct care to children under six, including special needs children or infants/toddlers to stimulate and develop their intellectual, physical and emotional growth.

Key Duties and Responsibilities

1. Assists senior staff in monitoring children in indoor and outdoor activities and during rest periods.
2. Assists in planning, preparing and carrying out developmentally appropriate programs and activities.
3. Under close supervision, conducts activities with children on an individual and group basis to promote the development of physical, cognitive, emotional and social skills.
4. Attends to children's physical needs, which may include diapering, toileting, eating and sleeping.
5. Maintains records, reports problems or concerns to senior staff.
6. Keeps program facilities and equipment safe and clean, reporting any repairs and concerns to senior staff.
7. Performs other related duties as required.

Qualifications*Education and Knowledge*

Grade 12, plus enrolment in Early Childhood Education Certificate program or completing work experience required for licensing.

Training and Experience

Nil.

Or an equivalent combination of education, training and experience.

Benchmark Title**EARLY CHILDHOOD EDUCATOR****Job Summary**

Provides support and direct care to children under 6, including special needs children or infants/toddlers, to stimulate and develop their intellectual, physical and emotional growth.

Key Duties and Responsibilities

1. Plans, carries out and evaluates developmentally appropriate activities and experiences for children using modelling, observing, questioning, demonstrating and reinforcing techniques. Develops daily program schedules that include indoor/outdoor, active/quiet and individual and group activities.
2. Identifies the abilities, interests and needs of children and develops individualized and group curriculum based on these. Recommends referrals or additional services or work in consultation with professionals such as behavioural therapists, occupational therapists and speech language pathologists.
3. Reports on progress, behaviours and other issues related to children. Contributes to reports for children moving on to elementary school. Maintains required records and statistics.
4. Participates in preschool planning and evaluation of programs offered by the organization. Provides recommendations for change to the supervisor.
5. Provides work direction to early childhood educator assistants as required.
6. Attends to the children's physical needs that may include diapering, toileting, eating and sleeping.
7. Administers first aid and medication in accordance with established policy.
8. Ensures a healthy and safe environment in which the children can interact. Identifies and removes potential hazards.
9. Communicates with families about children's growth and development. Requests input from and participation of parents in the development of programs. Confers with parents with regard to unusual or problematic issues.
10. Performs other related duties as required.

Qualifications***Education and Knowledge***

Early Childhood Education Certificate, plus Special Needs or Infant Toddler / Under Three Certificate.

Training and Experience

One (1) year recent related experience.

Or an equivalent combination of education, training and experience.

Benchmark Title**EARLY CHILDHOOD EDUCATOR, SENIOR****Job Summary**

Provides leadership and guidance for staff, volunteers and students in planning and implementing developmentally appropriate activities for children under six, including special needs children or infants/toddlers, to stimulate their intellectual, physical and emotional growth.

Key Duties and Responsibilities

1. Plans, assigns, supervises and evaluates the work of staff. Trains and evaluates volunteers and students.
2. Welcomes new children and their families to the program. Explains and interprets the philosophy, goals and objectives of the program to families and answers questions. Ensures enrolment information is in order including medical and emergency information, dietary instructions and parental consent forms in compliance with statutory requirements such as licensing.
3. Schedules and conducts staff meetings to discuss, plan and assess the program's goals and objectives and the organization's policies and procedures; attends family conferences as required.
4. Purchases snack and program supplies from petty cash fund, recording and submitting receipts; maintains and orders supplies within a prescribed budget.
5. Assists the supervisor to maintain proper financial record keeping and accounting for program funds and fees.
6. Plans, carries out and evaluates developmentally appropriate activities and experiences for children using modelling, observing, questioning, demonstrating and reinforcing techniques. Develops daily program schedules that include indoor/outdoor, active/quiet and individual and group activities.
7. Identifies the abilities, interests and needs of children and develops individualized and group curriculum based on these. Recommends referrals or additional services for children with professionals such as behavioural therapists, occupational therapists and speech language pathologists.
8. Reports on progress, behaviours and other issues. Contributes to reports for special needs children moving on to elementary school. Maintains required records and statistics.
9. Participates in planning and evaluation of programs offered by the organisation. Provides recommendations for change to the supervisor.
10. Attends to the children's physical needs that may include diapering, toileting, eating and sleeping.
11. Administers first aid and medication in accordance with established policy.
12. Ensures a healthy and safe environment in which the children can interact. Identifies and removes potential hazards.
13. Communicates with families about children's growth and development. Requests input from and participation of parents in the development of programs. Confers with parents with regard to unusual or problematic issues.
14. Performs other related duties as required.

Qualifications***Education and Knowledge***

Early Childhood Education Certificate, plus Special Needs or Infant Toddler / Under Three Certificate.

Training and Experience

Two (2) years recent related experience.

Or an equivalent combination of education, training and experience.

Benchmark Title**EMPLOYMENT COUNSELLOR****Job Summary**

Assesses clients' interests, skills, abilities and work readiness. Finds and advises clients of employment opportunities. Supports and provides skill development to clients in areas related to obtaining and retaining employment.

Key Duties and Responsibilities

1. Assesses clients' interests, skills, abilities and readiness as they relate to obtaining and retaining employment and identifies barriers to employment.
2. Finds employment opportunities for clients. Contacts potential employers in order to obtain job leads, promote the program and develop relationships.
3. Provides clients with information on employment opportunities that are compatible with their interests, skills and abilities by analyzing available jobs and identifying specific tasks to match jobs to clients.
4. Provides support and skill development in areas related to obtaining employment such as job search strategies, job application, resume writing and interview skills.
5. Maintains and provides current employment-related information such as labour market information, employment standards regulations and information on other community resources and services.
6. Conducts group sessions such as information sessions, workshops and job finding clubs.
7. Follows up job placements by assisting employers to work with clients through orientation and education.
8. Maintains related records in accordance with established policies and guidelines and produces reports as required.
9. Liaises with community service providers in order to promote the program.
10. Performs other related duties as required.

Qualifications*Education and Knowledge*

Diploma in a related human / social service field.

Training and Experience

One (1) year recent related experience.

Or an equivalent combination of education, training and experience.

Benchmark Title**E.S.L. INSTRUCTOR****Job Summary**

Plans and delivers English as a Second Language for Adults in a classroom setting. Conducts periodic evaluation of students' performance and progress.

Key Duties and Responsibilities

1. Develops and prepares instructional objectives, lesson plans, teaching aids and materials for classes which conform to the program curriculum. Customizes instructional objectives and lesson plans to students' pre-existing level of skills and knowledge.
2. Teaches skills and/or knowledge to students in a classroom setting. Organizes activities such as field trips and talks by guest speakers to supplement classroom instruction.
3. Participates in curriculum development by evaluating the curriculum on an ongoing basis and recommending changes to the supervisor.
4. Conducts evaluation of, and produces reports on students' performance and progress. Administers entry, exit and periodic testing.
5. Maintains records such as student attendance and field trip forms. Produces and submits periodic reports such as statistical summaries and reports on class activities in accordance with established policies and procedures.
6. Provides direction and guidance to, and coordinates the activities of program assistants, practicum students and/or volunteers.
7. Responds to student issues and concerns which arise or are identified during classes. Refers problems to the supervisor as necessary.
8. Maintains current knowledge of developments in fields related to the program.
9. Obtains feedback from students regarding course content and delivery.
10. Performs other related duties as required.

Qualifications***Education and Knowledge***

Bachelor's degree in Education, English or a related field, including training / experience teaching English As A Second Language.

Training and Experience

Three (3) years recent related experience.

Or an equivalent combination of education, training and experience.

Benchmark Title**FAMILY COUNSELLOR****Job Summary**

Assesses clients and their families. Develops, implements and evaluates family-based intervention plans; participates in the development, implementation and evaluation of client service plans with the integrated case management team.

Key Duties and Responsibilities

1. Interviews clients and families, prepares case histories, assesses problems and outlines services provided by the organization. Provides information on and referral to other community service providers, resources and professionals as required.
2. Develops family-based intervention plans; participates in the development of client service plans with the integrated case management team.
3. Plans, prepares and conducts individual, group or family counselling sessions using therapeutic techniques drawn from theoretical frameworks such as family systems, solutions-focused, narrative, psycho-dynamics. Provides crisis intervention and ongoing assessment as required.
4. Provides support and guidance to clients and families; facilitates positive family communication, assists clients in making positive changes and solving problems related to family functioning.
5. Provides parenting skill building to clients on issues such as parent-child interaction, child development, discipline and guidance, and behaviour management.
6. Provides emotional support and feedback to clients.
7. Participates in integrated case management meetings or meet with professionals and social workers on a regular basis to report clients' activities and progress, discuss case planning issues and concerns, and evaluate the effectiveness of the counselling intervention.
8. Maintains related records and statistics. Produces reports such as intake, progress and discharge in accordance with established policies and guidelines.
9. Liaises with other community service providers, professionals to coordinate services and to ensure that interests of clients is considered in decisions affecting them. Accompanies clients to meetings and appointments as required.
10. Performs other related duties as required.

Qualifications*Education and Knowledge*

Bachelor's degree in a related human / social service field.

Training and Experience

Two (2) years recent related experience.

Or an equivalent combination of education, training and experience.

Benchmark Title**FAMILY SUPPORT WORKER****Job Summary**

Gathers information on and assesses family functioning problems. Develops and implements intervention plans within program guidelines. Provides referrals, support, guidance and problem solving to clients to address issues related to family functioning. Provides parenting skill building, emotional support and feedback to clients.

Key Duties and Responsibilities

1. Gathers information relevant to the client's problems, needs and risks by interviewing, observing behaviour, meeting with caregivers and service providers and using a variety of inventories, checklists and questionnaires. Assesses the information gathered to identify client problems, needs and risks. Develops and implements an intervention plan within program guidelines.
2. Provides support, guidance and problem-solving to clients to address issues related to family functioning in an individual or group setting using techniques such as active listening, conflict resolution, basic group counselling techniques and psycho-educational group methods to resolve the identified problems, needs and risks.
3. Participates in the development, modification and evaluation of client service plans with the integrated case management team. Participates in integrated case management meetings on a regular basis to report clients' activities and progress.
4. Outlines services provided by the program and/or organization. Provides information on and referral to other community service providers, resources and professionals as required.
5. Provides parenting skill building to clients on issues such as parent-child interaction, child development, discipline and guidance, and behaviour management.
6. Provides emotional support and feedback to clients.
7. Plans and conducts group educational sessions on topics related to family functioning.
8. Liaises with and/or promotes the interests of clients with other community service providers, professionals and school personnel as required. Accompanies clients to meetings and appointments as required.
9. Maintains related records and statistics and provides reports to the supervisor.
10. Performs other related duties as required.

Qualifications***Education and Knowledge***

Bachelor's degree in a related human / social service field.

Training and Experience

One (1) year recent related experience.

Or an equivalent combination of education, training and experience.

Benchmark Title**GROUP FACILITATOR****Job Summary**

Recruits and selects participants. Promotes and delivers established programs by planning and conducting group sessions.

Key Duties and Responsibilities

1. Conducts group sessions such as workshops and courses to support skill acquisition and build on current skills in the areas of basic communication, anger management, stress management, parenting, self esteem and other related topics.
2. Recruits and selects participants for the program based on their skills and needs.
3. Plans group sessions in accordance with the program manual or guidelines and the participants' skills and needs. Prepares for group sessions by reviewing program manuals and other related materials.
4. Promotes the program by performing duties such as distributing brochures and posters to the community and making presentations to community organizations.
5. Ensures that the necessary facilities, equipment and materials are available for the sessions.
6. Conducts evaluation and obtains client feedback on group effectiveness, material presented and facilitation style. Reports any difficulties to the supervisor.
7. Maintains contact with clients between sessions to provide follow up support if necessary such as reviewing course materials and clients' needs.
8. Maintains related records and reports in accordance with established policies and procedures.
9. Maintains up-to-date knowledge of community resources to provide program-related information to clients.
10. Performs other related duties as required.

Qualifications***Education and Knowledge***

Certificate in a related human / social service field.

Training and Experience

One (1) year recent related experience.

Or an equivalent combination of education, training and experience.

Benchmark Title**HOUSEKEEPER****Job Summary**

Performs routine cleaning, minor maintenance and service functions in the organisation's buildings or in a residence.

Key Duties and Responsibilities

1. Cleans, washes and disinfects building areas such as walls, windows, ceilings, floors, carpets, air vents, furniture, mattresses, blinds and washrooms by methods such as dusting, polishing, vacuuming, sweeping, wet mopping, shampooing, waxing and buffing using various manual and power cleaning equipment. Cleans, dusts and wipes down various appliances and accessories.
2. Collects and disposes of refuse and maintains clean refuse areas; performs spot clean-ups as required.
3. Secures the building by arming alarms and locking doors and windows.
4. Reports any non-routine maintenance needs to the supervisor. Performs minor maintenance such as changing light bulbs, unplugging sinks and toilets and replacing tap washers.
5. Changes and makes beds. Keeps an inventory of linens.
6. Launders and mends clothes and linens.
7. Assists in the preparation of meals and/or snacks; maintains the food inventory.
8. Performs other related duties as required.

Qualifications*Education and Knowledge*

Grade 10.

Training and Experience

One (1) month recent related experience.

Or an equivalent combination of education, training and experience.

Benchmark Title**INFANT DEVELOPMENT CONSULTANT****Job Summary**

Provides a variety of home-based assessment, planning and implementation services to infants (infant to 3 years old) with or at risk of developmental delay and disability and their families which facilitates the development of the infant.

Key Duties and Responsibilities

1. Interviews clients and families, assesses problems and outlines services provided by the organization. Refers clients to more appropriate programs if required.
2. Assists families in determining goals for their infants and the means of attaining them. Plans, develops and implements support plans to meet these ends. Provides parenting skills training. Guides parents in activities specific to the needs of the infant.
3. Evaluates, in conjunction with the family, the effectiveness of programs and clients' progress. Resolves identified problems and moves towards defined objectives. Assesses the results of the program(s) and makes adjustments to programs.
4. Records home visits and ensures that parents and professionals involved with the family are sent bi-annual reports regarding the infant's progress.
5. Maintains accurate reports and records on clients and provides monthly reports. Ensures all required documentation is complete. Participates in case planning with therapists and social workers.
6. Refers clients to other resources such as parent groups, therapists and community groups.
7. Provides up-to-date resource materials and lists of generic services related to developmentally delayed children.
8. Provides liaison with other resources and professionals with regard to co-ordinating services to clients and in supporting transition to other services.
9. Provides liaison, education and advocacy for and with community agencies and neighbours on issues concerning the program. May be involved in fund-raising or public relations events.
10. Continues professional development by reading, course work, sharing information with other professionals.
11. Performs other related duties as required.

Qualifications***Education and Knowledge***

Bachelor's degree in a field related to child development.

Training and Experience

Two (2) years recent related experience.

Or an equivalent combination of education, training and experience.

Benchmark Title**JANITOR****Job Summary**

Performs routine cleaning and minor maintenance of buildings and grounds.

Key Duties and Responsibilities

1. Cleans, washes and disinfects building areas such as walls, windows, ceilings, floor, carpets, air vents, furniture, mattresses, blinds and washrooms by methods such as dusting, polishing, vacuuming, sweeping, wet mopping, shampooing, waxing, buffing, using various manual and power cleaning equipment.
2. Collects and disposes of refuse and maintains clean refuse areas; performs spot clean-ups as required.
3. Maintains and cleans parking lots and sidewalks using hand and powered brooms, rakes, shovels and other equipment to remove dirt, leaves, snow and other refuse; performs minor gardening tasks such as mowing and trimming lawn, weeding, watering.
4. Performs minor maintenance on buildings, grounds, furniture, electrical fixtures and plumbing; such as unplugging sinks and toilets, replacing tap washers, light bulbs.
5. Sets up furniture for functions and meetings. Maintains various logs, key registers and other records; assists in taking inventory; orders and maintains janitorial supplies.
6. Secures the building by arming alarms, locking doors and windows.
7. Performs other related duties as required.

Qualifications*Education and Knowledge*

Grade 10.

Training and Experience

One (1) month recent related experience.

Or an equivalent combination of education, training and experience.

Benchmark Title**NUTRITIONIST****Job Summary**

Assesses the nutritional status of clients. Coordinates nutrition care plans, and plans and implements food supplements and vitamin supplement programs. Provides nutritional advice and education to individuals and groups.

Key Duties and Responsibilities

1. Assesses and monitors clients' nutritional status and identifies risks through interviews, review of records and consultation with other caregivers. Participates in case conferences and coordinates nutrition care plans.
2. Counsels and educates individuals and groups such as women with high-risk pregnancies, new mothers and transition house residents. Makes home visits as appropriate.
3. Plans and implements food supplement and vitamin supplement programs.
4. Initiates client contact in the community. Assists clients in accessing community resources and refers clients to other community services and professionals as necessary.
5. Ensures that menus and recipes meet nutritional standards and the needs of clients.
6. Provides advice and guidance to staff and other caregivers related to clients' nutritional needs and status. Liaises with external agencies and professionals who work with clients to coordinate service delivery.
7. Maintains related records and produces reports as required.
8. Maintains current knowledge on literature and research in the field. Provides up to date best practice information.
9. Performs other related duties as required.

Qualifications*Education and Knowledge*

Bachelor's degree in Dietetics or a related field and registration with the BC Dieticians and Nutritionists Association.

Training and Experience

Two (2) years recent related experience, plus one (1) year internship required for registration with the BC Dieticians and Nutritionists Association.

Or an equivalent combination of education, training and experience.

Benchmark Title

OCCUPATIONAL THERAPIST

Job Summary

Plans, develops implements and evaluates individually designed programs of educational, vocational and recreational activities for clients with physical and/or mental disabilities to maintain, improve or restore physical and/or mental functioning.

Key Duties and Responsibilities

1. Assesses clients' mental, emotional and physical capacities using specialized occupational therapy techniques such as functional ability testing, observation of clients, physician referral notes and other standardized tests and procedures.
2. Plans and develops individualized programs of occupational therapy designed to enhance capacities such as motor skills, coordination, visual sensory perception, play and self-care skills.
3. Implements occupational therapy programs, which may include manual and creative arts, vocational skills development and recreational activities. Monitors and evaluates clients' progress make program adjustments accordingly. Recommends adaptive equipment. Provides direct therapy in individual and group settings.
4. Supports clients' families in determining needs and goals for clients and encourages their participation in case planning. Makes home visits and assists families in accessing other programs and services. Refers families to other community services and professionals as appropriate.
5. Provides instruction, guidance and advice to families, teachers and other caregivers on the implementation of components of the occupational therapy programs.
6. Maintains related records and produces reports as required.
7. Liaises with other community service providers and professionals to ensure coordinated and consistent client therapies. Participates in multi-disciplinary team and family conferences, case conferences, team and transition meetings related to client care and services.
8. Maintains current knowledge on literature and research in the field. Provides up to date best practice information.
9. Provides consultative and education services to clients' families, caregivers, professionals and the general public.
10. Participates in the review of agency policies, procedures and standards related to occupational therapy services.
11. Performs other related duties as required.

Qualifications

Education and Knowledge

Bachelor's degree in Occupational Therapy and registration with the appropriate provincial licensing body.

Training and Experience

Two (2) years recent related experience.

Or an equivalent combination of education, training and experience.

Benchmark Title**PASSENGER VEHICLE DRIVER****Job Summary**

Operates a motor vehicle to transport passengers between designated locations; picks up and drops off passengers.

Key Duties and Responsibilities

1. Operates a motor vehicle to transport passengers to and from designated locations.
2. Picks up and drops off passengers at designated locations, assisting them in boarding and disembarking the vehicle as necessary. Operates lifts, such as wheelchair lifts, to board passengers as necessary.
3. Ensures the safety of passengers by performing duties such as informing passengers of and ensuring compliance with safety precautions, ensuring that wheelchairs and child restraints are secured, and managing problems and emergencies that arise in accordance with established guidelines.
4. Performs routine inspection and maintenance duties on vehicles and equipment such as cleaning and fuelling vehicles, checking fan belts, lights and tires and maintaining fluid levels. Recommends vehicle and equipment repairs as required.
5. Maintains related records in accordance with established procedures and guidelines.
6. Performs other related duties as required.

Qualifications*Education and Knowledge*

Grade 10, plus valid BC driver's license.

Training and Experience

One (1) year recent related experience.

Or an equivalent combination of education, training and experience.

Benchmark Title**PHYSIOTHERAPIST****Job Summary**

Plans, develops, implements and evaluates individually designed programs of physical treatment to clients with disabilities to maintain, improve or restore physical functioning, alleviate pain and minimize or prevent physical dysfunction.

Key Duties and Responsibilities

1. Assesses and evaluates clients' physical abilities using functional ability testing, other tests and procedures, observation, and physician referral notes.
2. Plans and develops programs of physiotherapy derived from the assessment process. Makes program adjustments based on client progress.
3. Implements physiotherapy programs such as motor learning, balance and coordination, gait training, exercise programs and prescription of adapted equipment. Uses a combination of supplemental home/work exercise regimes, electro/hydro-therapeutic and other mechanical equipment in individual and group settings.
4. Encourages clients to adopt ergonomically sound lifting and other movements, exercises and periodic work/exercise breaks to minimize muscle, bone and tendon strain(s) and injury potential.
5. Prepares and maintains clinical and statistical records. Confers with other health care professionals to ensure coordinated and consistent client therapies.
6. Counsels and guides families, teachers and other caregivers on home exercises and physical limit cautions for young or mentally handicapped clients.
7. Keeps current on literature and research in the field. Provides up-to-date best practice information.
8. Develops and implements group and/or community preventative and information programs to minimize physical injury or strains and encourages client participation in community programs.
9. Provides consultative and education services to professionals, agencies and the general public.
10. Performs other related duties as required.

Qualifications*Education and Knowledge*

Masters degree in Physiotherapy, plus registration with the appropriate provincial licensing body.

Training and Experience

Two (2) years recent related experience.

Or an equivalent combination of education, training and experience.

Benchmark Title**PROGRAM COORDINATOR 1****Job Summary**

Plans, implements, and oversees the day-to-day activities of a program. Participates in program development, policies and procedure formulation, program evaluation and budget preparation.

Key Duties and Responsibilities

1. Plans and implements activities and special events for a program.
2. Oversees the day-to-day operation of the program by ensuring that the necessary facilities and equipment are in place, program guidelines and policies are adhered to, and program standards and licensing requirements are met.
3. Recruits, selects, dismisses, orients, trains, monitors and provides support to program volunteers.
4. Makes recommendation to the supervisor regarding program development, policy and procedure formulation and program evaluation.
5. Promotes public awareness of and support for the program by performing duties such as producing promotional materials and attending community events.
6. Liaises with community service providers and other professionals to coordinate service provision, facilitate referrals to the program and represent the organization or program in external events.
7. Monitors and authorizes program expenditures and maintains financial records in accordance to established procedures. Provides input to the supervisor in the preparation of the program budget.
8. Maintains related records and statistics and produces reports as required.
9. Performs other related duties as required.

Qualifications*Education and Knowledge*

Diploma in a related human / social service related field.

Training and Experience

Two (2) years recent related experience.

Or an equivalent combination of education, training and experience.

Benchmark Title**PROGRAM COORDINATOR 2****Job Summary**

Plans, develops and implements and oversees the day-to-day operation of a program. Supervises program staff.

Key Duties and Responsibilities

1. Plans and develops a program in consultation with the supervisor. Plans and implements program activities and special events.
2. Formulates program policies and procedures and evaluates the program in consultation with the supervisor.
3. Oversees the day-to-day operation of the program by ensuring that the necessary facilities and equipment are in place, program guidelines and policies are adhered to, and program standards and licensing requirements are met.
4. Supervises program staff by performing duties such as assigning work, providing feedback on performance, and conducting performance evaluations.
5. Participates in the recruitment and selection of program staff by performing duties such as screening applicants, participating on interview panels, and making hiring recommendations.
6. Schedules program staff in accordance to program staffing requirements.
7. Orients, determines the need for and provides training to program staff, volunteers and practicum students.
8. Monitors and authorizes program expenditures and maintains financial records in accordance with established procedures. Prepares the program budget for submission and presentation to senior management and/or the Board of Directors.
9. Promotes public awareness of and support for the program by performing duties such as producing promotional materials and attending community events.
10. Liaises with community service providers and other professionals to coordinate service provision, facilitate referrals to the program and represent the organization or program in external events.
11. Maintains related records and statistics and produces reports as required.
12. Performs other related duties as required.

Qualifications***Education and Knowledge***

Diploma in a related human / social service field.

Training and Experience

Three (3) years recent related experience including one (1) year supervisory or administrative experience.

Or an equivalent combination of education, training and experience.

Benchmark Title**RECEPTIONIST / GENERAL OFFICE CLERK****Job Summary**

Provides a variety of reception and general clerical assistance in an office. Maintains various records, files and related filing systems.

Key Duties and Responsibilities

1. Answers phone and/or in person inquiries and routes to appropriate staff members if required. Responds to routine queries with regard to the organization and services provided.
2. Assists with client intake by obtaining basic information, assisting in completing forms, and booking appointments with staff in accordance with established guidelines.
3. Sorts and distributes incoming mail and processes outgoing mail.
4. Maintains filing systems, registers or other records.
5. Performs general word processing and typing from rough draft or general instruction, including correspondence, reports, forms and documents.
6. Performs general data entry functions such as inputting client information into computerized systems.
7. Operates a variety of office equipment such as computers, printers, copiers, facsimile equipment, multi-line switchboard and postage meter.
8. Monitors, orders and receives office and janitorial supplies.
9. Handles simple cash transactions such as collecting payments, issuing receipts, and maintaining petty cash in accordance with established guidelines.
10. Maintains meeting room bookings within the office.
11. Ensures that office, meeting room, kitchen and other areas are maintained in a clean and tidy manner.
12. Performs other related duties as required.

Qualifications*Education and Knowledge*

Grade 12.

Training and Experience

Six (6) months recent related experience.

Or an equivalent combination of education, training and experience.

Benchmark Title**RECONNECT WORKER****Job Summary**

Identifies and provides intervention and transitional support services to street youth and youth at risk to reconnect them to their family, community and society.

Key Duties and Responsibilities

1. Initiates contact with street youth and identify at risk and high-risk youth. Meets with clients and assesses their suitability for services offered by the program. Makes referrals to other programs, agencies and/or community resources.
2. Assists clients to adapt to and maintain a life off the streets by providing guidance and emotional support. Monitors their well being and provides feedback and support to families of clients.
3. Recognises and analyses potential emergency situations and develops strategies to deal with them. Manages client's aggressive behaviours to minimise harm to client, the public or the worker.
4. Assists clients in obtaining access to resources and treatments. Assists clients to obtain temporary or permanent housing either directly or in co-ordination with other community services. Provides information that helps clients to make better-informed choices.
5. Advocates for youth and assists them in self-advocacy.
6. Reviews clients' progress and makes reports regarding their daily activities and progress.
7. Liaises with other agencies, professionals, ministry staff and the community.
8. Performs other related duties as required.

Qualifications*Education and Knowledge*

Diploma in a related human / social service field.

Training and Experience

One (1) year recent related experience.

Or an equivalent combination of education, training and experience.

Benchmark Title**RESIDENCE COORDINATOR****Job Summary**

Oversees the day-to-day operations of a residence, provides ongoing supervision of staff and evaluates program policies.

Key Duties and Responsibilities

1. Develops, implements and evaluates residence goals, objectives policies and procedures and ensures the required standards are maintained. Identifies both physical and program needs of the residence to appropriate authority. Plans with staff for changes.
2. Schedules, supervises and evaluates residence staff and monitors daily operations. Assists in recruiting and selecting of staff and provides guidance, training and orientation on policies, procedures, techniques, report preparation or other matters arising in the residence. Identifies the needs of staff for professional development.
3. Provides leadership, guidance and participates with staff, families and others in planning and providing client plans, case conferencing, case management and the preparation of related documents and reports. Completes personal service plan for client.
4. Monitors, authorizes and allocates expenditures within the operating budget for the year and assists senior management in preparing the budget. Prepares and maintains related documentation.
5. Liaises with the community, government, families, officials, professionals, and organization staff and promotes community involvement in the program.
6. Ensures the cleanliness, safety, security and maintenance of the residence in accordance with licensing standards either directly or through delegation to staff.
7. Maintains the residence's inventory of supplies.
8. Works as a residence worker performing the duties as required.
9. Performs other related duties as required.

Qualifications***Education and Knowledge***

Diploma in a related human / social service field.

Training and Experience

Three (3) years recent related experience, including one (1) year supervisory or administrative experience.

Or an equivalent combination of education, training and experience.

Benchmark Title**RESIDENCE NURSE (R.N. or R.P.N.)****Job Summary**

Provides nursing care to residents with mental and/or physical disabilities, emotional, behavioural, medical and other problems in a residential setting.

Key Duties and Responsibilities

1. Manage a caseload of residents with a variety of medical, mental, behavioural and/or learning problems. Plans and evaluates nursing care and therapies of assigned residents; consults with physicians, professional therapists, social workers and other professionals.
2. Performs nursing care to residents such as administering prescribed medications and treatments and observing, recording and reporting symptoms and changes in residents' conditions.
3. Provides guidance to residents and their families and/or caregivers in health care and treatment including details in home care.
4. Encourages residents to participate in rehabilitation, work functions, recreational, community and other activities to build self-confidence and to develop life skills and relationships with others. Evaluates residents' adjustment to the community and general progress.
5. Trains support staff to carry out individual health care procedures, such as medication administration, in accordance with relevant regulations and established internal procedures.
6. Maintains resident records and provides reports as required. Maintains related equipment and supplies.
7. Performs other related duties as required.

Qualifications*Education and Knowledge*

Three-year diploma in Nursing, plus registration with RNABC or RPNABC.

Training and Experience

One (1) year recent related experience.

Or an equivalent combination of education, training and experience.

Benchmark Title**RESIDENCE WORKER****Job Summary**

Assists clients to live successfully in residential settings such as group homes. Ensures that clients' physical, emotional social, educational, medical needs are met. Assists clients to enhance quality of life with activities of daily living and the development of life skills.

Key Duties and Responsibilities

1. Participates in the assessment, goal setting and program planning (Personal Service Plan) for individuals living in a residence. Documents, implements and provides input into the evaluation of the program.
2. Provides life skills training such as meal preparation, housekeeping, personal care skills and personal finance and implements personal service plans.
3. Assists clients with activities of daily living such as feeding, lifts, transfers, hygiene, grooming and toileting. This may include transfer of function duties such as gastrostomy feeding, tracheostomy management, and suction and bowel management.
4. Participates in various client-focused activities in accordance with care plans.
5. Recognizes, analyzes and deals with potential emergency situations such as clients' aggressive behaviour to ensure no harm comes to the client and/or the public. Reports problems to the supervisor.
6. Administers medication to clients in accordance with established policy.
7. Assists with case management by identifying potential problems and reporting any difficulties. Provides input to counsellor, professional, with regard to the development of appropriate program plans to achieve residents' objectives. Contributes to the evaluation of residents' progress and prepares reports.
8. Provides emotional support and feedback to residents and their families.
9. Transports and assists residents to appointments, shopping or leisure activities.
10. Performs residence maintenance and housekeeping duties such as laundry, sweeping, mopping floors, mowing lawns, inventory, shopping, cleaning equipment and food services.
11. Maintains reports such as statistics, logbooks, daily activities on residents.
12. Identifies social, economic, recreational and educational services in the community that will meet clients' needs. Maintains liaison with other agencies, professionals, government officials and the community.
13. Performs other related duties as required.

Qualifications***Education and Knowledge***

Certificate in a related human / social service field.

Training and Experience

One (1) year recent related experience.

Or an equivalent combination of education, training and experience.

Benchmark Title**RESIDENCE WORKER, SENIOR****Job Summary**

Assists the supervisor in providing orientation, training, work direction and guidance to residence workers. Assists clients to live successfully in residential settings such as group homes. Ensures that clients' physical, emotional, social, educational, medical needs are met. Assists clients to enhance quality of life with activities of daily living and the development of life skills.

Key Duties and Responsibilities

1. Assists the supervisor in providing orientation, training, work direction and guidance to residence workers by performing duties such as clarifying program policies, reviewing work, and scheduling residence workers. Provides input to residence workers' performance evaluations.
2. May oversee the operation of the residence in the absence of the supervisor or as directed.
3. Participates in the assessment, goal setting and program planning (Personal Service Plan) for individuals living in a residence. Documents, implements and provides input into the evaluation of the program.
4. Provides life skills training such as meal preparation, housekeeping, personal care skills and personal finance and implements personal service plans.
5. Assists clients with activities of daily living such as feeding, lifts, transfers, hygiene, grooming and toileting.
6. Participates in various client-focused activities in accordance with care plans.
7. Recognizes, analyzes and deals with potential emergency situations such as clients' aggressive behaviour to ensure no harm comes to the client and/or the public. Reports problems to the supervisor.
8. Administers medication to clients in accordance with established policy.
9. Assists with case management by identifying potential problems and reporting any difficulties. Provides input to counsellor, professional with regard to the development of appropriate program plans to achieve residents' objectives. Contributes to the evaluation of residents' progress and prepares reports.
10. Provides emotional support and feedback to residents and their families.
11. Transports and assists residents to appointments, shopping or leisure activities.
12. Performs residence maintenance and housekeeping duties such as laundry, sweeping, mopping floors, mowing lawns, inventory, shopping, cleaning equipment and food services.
13. Maintains reports such as statistics, logbooks, daily activities on residents.
14. Identifies social economic, recreational and educational services in the community that will meet clients' needs. Maintains liaison with other agencies, professionals, government officials and the community.
15. Performs other related duties as required.

Qualifications***Education and Knowledge***

Certificate in a related human / social service field.

Training and Experience

Two (2) years recent related experience.

Or an equivalent combination of education, training and experience.

Benchmark Title

RESIDENTIAL CHILD AND YOUTH WORKER

Job Summary

Provide care to children / youth with moderate to severe behavioural problems in a residential setting.

Key Duties and Responsibilities

1. Participates in the assessment, goal setting and progress evaluation of children / youth.
2. Teaches children / youth to relate in a socially appropriate manner through the use of daily routines and activities.
3. Monitors clients in a residential setting and ensures their safety and well-being.
4. Provides behaviour management counselling to clients on a one-to-one and/or group basis by performing duties such as providing feedback on clients' behaviour, teaching coping techniques and adaptive behaviour and providing guidance and support.
5. Provides emotional support and crisis intervention to clients which may include non-violent physical interventions.
6. Ensures communication and liaison between group home, school, family and the community.
7. Ensures that clients' physical needs are met by performing duties such as assisting with basic personal hygiene, preparing meals, and administering medication as required in accordance with established guidelines, procedures and instructions.
8. Maintains reports such as statistics, logbooks, daily activities on residents.
9. Carries out household duties such as meal preparation and household cleaning.
10. Administers medication to clients in accordance with established policy.
11. Accompanies clients to appointments and community outings.
12. Performs other related duties as required.

Qualifications

Education and Knowledge

Diploma in a related human / social service field.

Training and Experience

Two (2) years recent related experience.

Or an equivalent combination of education, training and experience.

Benchmark Title**RETAIL SUPERVISOR****Job Summary**

Oversees the operation of a retail store and performs duties to ensure its smooth operation as required. Orients, trains, schedules, monitors and provides direction to store staff and volunteers.

Key Duties and Responsibilities

1. Orients, trains, schedules, monitors, evaluates and provides direction to store staff and volunteers; complete timesheets and attendance records.
2. Promotes the store by performing duties such as placing advertisements in newspapers, on radio and television and attending trade shows.
3. Purchases products for sale and purchases supplies.
4. Receives product donations and prepares them for display in the store according to established policies by performing duties such as sorting, pricing, folding, hanging and maintaining related records.
5. Maintains or changes product displays including those required for periodic sale events.
6. Performs product inventory in accordance with established policies and maintains related records.
7. Greets and assists customers with product selection.
8. Operates cash register and processes cash, debit card, and credit card sale transactions.
9. Handles cash and receipts for the sale of merchandise by performing duties such as counting the float, balancing cash, providing change, sorting and securing cash.
10. Prepares and makes bank deposits; maintains financial records such as the daily journal.
11. Opens and closes the store by performing duties such as placing and removing signage, opening and closing tills, unlocking and securing the store.
12. Provides information about the retail store(s) and service(s) to members of the public in person and over the phone.
13. Maintains the cleanliness of the store by ensuring that maintenance duties are completed and by performing duties such as cleaning windows, sweeping floors and dusting product shelves as required.
14. Performs other related duties as required.

Qualifications***Education and Knowledge***

Grade 12.

Training and Experience

Two (2) years recent related experience, including one (1) year supervisory experience.

Or an equivalent combination of education, training and experience.

Benchmark Title**RETAIL WORKER****Job Summary**

Prepares products for sale in a retail store. Maintains product displays, assists customers with purchases and processes transactions.

Key Duties and Responsibilities

1. Receives product donations and prepares them for display in the store according to established guidelines by performing duties such as sorting, pricing, folding, hanging and maintaining related records.
2. Maintains or changes product displays including those required for periodic sale events.
3. Greets and assists customers with product selection.
4. Operates cash register and processes cash, debit card, and credit card sale transactions.
5. Handles cash and receipts for the sale of merchandise by performing duties such as counting the float, balancing cash, providing change, sorting and securing cash.
6. Opens and closes the store by performing duties such as placing and removing signage, opening and closing tills, unlocking and securing the store.
7. Provides information about the retail store(s) and service(s) to members of the public in person and over the phone.
8. Maintains the cleanliness of the store by performing duties such as cleaning windows, sweeping floors and dusting product shelves.
9. Performs other related duties as required.

Qualifications*Education and Knowledge*

Grade 12.

Training and Experience

One (1) year recent related experience.

Or an equivalent combination of education, training and experience.

Benchmark Title**SCHOOL AGED CHILD WORKER****Job Summary**

Delivers child care programming to school aged children, including children with special needs. Develops and implements developmentally appropriate educational and recreational activities for children in before and after school programs including school holidays.

Key Duties and Responsibilities

1. Plans, carries out and evaluates age-specific activities for children in the centre or in the community. Develops daily schedules that include indoor/outdoor, active/quiet and individual/group activities. Monitors children's conduct and ensures their safety.
2. Develops individualized and group programs depending on children's needs. Recommends referrals or additional services for children with professionals such as behavioural therapists, occupational therapists and speech language pathologists.
3. Provides behavioural intervention and support for children to assist in the development of their physical, cognitive, emotional and social skills.
4. Reports on progress, behaviours of children and other outstanding issues. Maintains required records and statistics.
5. Participates in short and long term planning and evaluation of school aged child care programs offered by the organization. Provides recommendations for change to the supervisor.
6. Attends to children's special and physical needs such as toileting, eating and transferring.
7. Ensures a healthy and safe environment in which the children can interact. Observes and removes potential hazards.
8. Administers first aid and medication as required.
9. Communicates with families about children's growth and development. Requests input from and participation of parents in the development of programs. Confers with parents with regard to unusual or problematic issues.
10. Performs other related duties as required.

Qualifications*Education and Knowledge*

Grade 12, plus post secondary training in child care or a related field of up to one (1) year.

Training and Experience

Six (6) months recent related experience.

Or an equivalent combination of education, training and experience.

Benchmark Title**SCHOOL BASED PREVENTION WORKER****Job Summary**

Develops, implements and evaluates health promotion and substance misuse prevention activities for youth. Educates youth, parents and school personnel on issues related to substance misuse.

Key Duties and Responsibilities

1. In consultation with school personnel and community organizations, develops, implements and evaluates health promotion and substance misuse prevention activities such as information sessions, classroom presentations, group discussions and educational opportunities for youth.
2. Supports teachers in class presentations by providing information, educational resources and promotional materials.
3. Provides information to youth and parents on community resources and recommends appropriate services as required.
4. Educates school personnel on health promotion and substance misuse prevention by participating in meetings, conducting in-service education sessions, and providing educational resources and promotional materials.
5. Assists in the planning of and participates in substance misuse awareness initiatives such as Drug Awareness Week and Counter Attack Clubs.
6. Provides recommendation on and participates in the development of school health policies and initiatives.
7. Maintains related records and provides reports to the supervisor as required.
8. Performs other related duties as required.

Qualifications*Education and Knowledge*

Diploma in a related human / social service field.

Training and Experience

One (1) year recent related experience.

Or an equivalent combination of education, training and experience.

Benchmark Title**SECRETARY****Job Summary**

Provides a variety of secretarial, reception and clerical assistance in an office; prepares correspondence, reports and other documents; maintains a variety of financial and other records, files and related filing systems.

Key Duties and Responsibilities

1. Provides word processing, data input and typing support such as correspondence, meeting minutes, forms, client information; updates databases and sends reports as required; drafts routine correspondence such as thank you letters, client appointment letters and internal memoranda.
2. Prepares, updates and prints program brochures using a software package. Ensures supplies of up-to-date handouts and resource materials are available.
3. Arranges meetings, schedules appointments and makes travel arrangements; books rooms for meetings. Prepares agendas and takes minutes at meetings as required.
4. Answers telephone and in-person inquiries; routes to appropriate staff members if required. Sorts and distributes incoming mail and processes outgoing mail; operates a variety of office equipment such as computers, printers, copiers, facsimile equipment.
5. Maintains a variety of financial records such as petty cash fund, purchase orders and cheque requisitions.
6. Performs other support duties related to program areas such as providing information to clients or visitors, assisting with intake and client tracking, checking program requirement documentation for accuracy and completeness; compiles data and produces reports and statistics as required.
7. Maintains and updates the organization's files and filing systems.
8. Orders office and janitorial supplies; negotiates purchase price as required.
9. Performs other related duties as required.

Qualifications*Education and Knowledge*

Grade 12, plus related post secondary courses in secretarial training or office procedures.

Training and Experience

One (1) year recent related experience.

Or an equivalent combination of education, training and experience.

Benchmark Title**SETTLEMENT & INTEGRATION WORKER****Job Summary**

Provides settlement and integration services to immigrants and refugees.

Key Duties and Responsibilities

1. Provides orientation services and needs assessment to clients. Provides information about and referrals to community resources.
2. Provides guidance and support to clients experiencing difficulties with settlement and integration to assist them in problem-solving and accessing appropriate services and resources.
3. Provides translation and interpretation services to clients to facilitate their access to community services by providing verbal translation and interpretation and written translation of forms such as MSP enrolment, Social Insurance Number application, and Child Tax Benefits application.
4. Plans and/or conducts group information sessions on topics related to settlement.
5. Maintain records, statistics and all required documentation. Provides reports on clients as required.
6. Maintains liaison with other agencies, professionals and the community.
7. Accompanies clients to appointments such as community services and government.
8. Performs other related duties as required.

Qualifications*Education and Knowledge*

Diploma in a related human / social service field.
Proficiency in a second language.

Training and Experience

One year recent related experience.

Or an equivalent combination of education, training and experience, plus proficiency in a second language.

Benchmark Title**SPECIAL SERVICES WORKER****Job Summary**

Provides a variety of support services such as conflict resolution, counselling, crisis intervention, supervision and transportation to children, adults or families who have been referred by the Ministry of Children and Family Development where a child has been found to be at risk. Performs these duties primarily on an outreach basis.

Key Duties and Responsibilities

1. Interviews clients to prepare histories and background information. Assists in the identification of social, emotional and behavioural problems by reporting observations to the integrated case management team.
2. Plans, organizes and implements short term, developmental and issue specific interventions and activities to meet clients' needs.
3. Provides support services directly to the child and/or family such as conflict resolution, short term crisis intervention, and parenting skill building. Plans, prepares and conducts anger and behaviour management counselling to clients on an one-on-one and/or group basis by performing duties such as providing feedback on clients' behaviour, teaching coping techniques and adaptive behaviour, and providing guidance and support.
4. Identifies and participates in social and recreational activities in the community that meet clients' needs. Provides life skill, social and interpersonal skill-building and models appropriate behaviour through these activities.
5. Provides input to the integrated case management team for the development of client service plans. Participates in discharge planning with the integrated case management team.
6. Provides reports on activities and the child's involvement and growth to a Ministry Social Worker and the integrated case management team.
7. Accompanies and/or transports clients to and from appointments and activities.
8. Maintains reports, records and statistics such as intake, progress and discharge.
9. Performs other related duties as required.

Qualifications*Education and Knowledge*

Diploma in a related human / social service field.

Training and Experience

One (1) year recent related experience.

Or an equivalent combination of education, training and experience.

Benchmark Title**SPEECH LANGUAGE PATHOLOGIST****Job Summary**

Screens, assesses, diagnoses, plans and carries out therapy and consultation services for clients who have speech and communication impairment disorders.

Key Duties and Responsibilities

1. Observes clients and administers tests to diagnose the nature of the disorder and evaluate the degree of impairment.
2. Identifies, assesses, plans and conducts remedial treatment to correct differing speech and communication impairment disorders.
3. Provides speech training for clients with communication disorders caused by cerebral palsy, surgical removal of the larynx, hearing deficiencies or other impairments.
4. Plans individual or group therapy for clients with communication disorders.
5. Counsels and guides clients with communication and speech disorders and their families, teachers or employers.
6. Acts as a consultant to educational, medical, dental and other professional groups.
7. Provides guidance to other team members to carry out remedial programs to treat clients with speech and communication disorders.
8. Conducts in-services, workshops and training. Keeps current on literature and research in the field. Provides up-to-date best practice information.
9. Liaises with external agencies and professionals dealing with clients. Recommends referral to appropriate professionals if the need arises.
10. Participates in program evaluation, research and/or in special studies as required.
11. Maintains related records and prepares reports.
12. Performs other related duties as required.

Qualifications*Education and Knowledge*

Master's degree in Speech/Language Pathology.

Training and Experience

Two (2) years recent related experience.

Or an equivalent combination of education, training and experience.

Benchmark Title**STOPPING THE VIOLENCE COUNSELLOR****Job Summary**

Provides counselling to women who have been victims of various forms of abuse.

Key Duties and Responsibilities

1. Assesses the safety of the clients and their children and supports clients in reducing safety risks.
2. Interviews clients, prepares case histories, assesses problems and outlines services provided by the organization.
3. Provides individual and group counselling to clients from a feminist and trauma-based perspective using techniques such as therapeutic group counselling and self-skill workshops.
4. Provides information on and referrals to other community service providers, resources and professionals as required.
5. Facilitates the creation of group counselling / therapeutic groups in shelters and in the community.
6. Participates in or initiates case conferences with other professionals as required.
7. Maintains related records and statistics and produces reports as required.
8. Maintains current knowledge of issues and resources related to abuse and violence. Conducts presentations and public awareness activities about services and issues.
9. Performs other related duties as required.

Qualifications*Education and Knowledge*

Bachelor's degree in a related human / social service field.

Training and Experience

Two (2) years recent related experience.

Or an equivalent combination of education, training and experience.

Benchmark Title

SUPPORTED CHILD CARE CONSULTANT

Job Summary

Develops individual plans for children who require extra support in conjunction with parents and child care providers. Supports families in making child care decisions. Supports and coordinates the services of child care and other community service providers to facilitate the inclusion of children who require extra support in child care settings.

Key Duties and Responsibilities

1. Conducts observation of and gathers information on children who require extra support. Determines the children's type and level of support needs using the Support Guide and in consultation with parents, child care providers and other professionals.
2. Develops child-specific, family-centred and developmentally appropriate individual plans in conjunction with parents and child care providers and in accordance with the choices, priorities and goals identified by the parents and/or child care providers. Facilitates the joint plan development process.
3. Provides families with information on child care options and other community resources. Supports families in assessing and choosing services for their children and in self-advocacy.
4. Supports child care providers' inclusion of children who require extra support by performing duties such as supporting the development and implementation of inclusive philosophies, practices, policies and procedures, providing on-site, child-specific training, consultation and modelling, and providing information on child care and community resources.
5. Assists child care providers in accessing short-term and intermittent extra staffing support that facilitates inclusion based on the required types and level of support. May provide relief coverage for child care workers as required and to enable staff participation in child-specific training and support activities.
6. Facilitates the transition to and from supported child care by involving parents, child care and other health, education and community service providers.
7. Evaluates the children's progress, reviews the level of support needs and individual plans, and ensures that services are coordinated, appropriate and accessible.
8. Develops, locates and provides information to families, child care providers and the public on topics related to inclusive child care and children who require extra support through workshops, presentations and written materials.
9. Maintains related records and in accordance with established policies and procedures.
10. Performs other related duties as required.

Qualifications

Education and Knowledge

Bachelor's degree in a field related to child development.

Training and Experience

Two (2) years recent related experience.

Or an equivalent combination of education, training and experience.

Benchmark Title**TRANSITION HOUSE WORKER****Job Summary**

Provides support, security, advocacy, information, education, crisis intervention and referrals to residents and crisis line callers.

Key Duties and Responsibilities

1. Screens prospective residents for suitability prior to admission. Conducts intake interviews. Orients and assists residents to settle in the house.
2. Assesses residents' immediate needs and assists them to define and implement an action plan. Provides information to residents on resources available and recommends appropriate services.
3. Monitors and ensures the safety and comfort of residents and the security of the facility. Facilitates resolution of conflicts between residents.
4. Provides emotional support, encouragement, goal setting and problem solving support to residents. Facilitates house and/or support group meetings.
5. Liaises with other service agencies and professionals. Maintains current knowledge of issues and resources related to abuse and violence. Provides presentations and public awareness activities about services and issues of abuse.
6. Ensures housekeeping services such as laundry, housecleaning, grocery shopping and maintaining supplies are completed. Orders supplies/groceries; performs minor maintenance.
7. Provides crisis intervention and risk assessment for residents and crisis line callers. Provides information, advocacy for and assistance to residents and crisis line callers.
8. Maintains case notes, resident records, documents, forms and statistical information.
9. Orients and assigns duties to volunteers/practicum students.
10. Accompanies and/or transports residents to outside services.
11. Performs other related duties as required.

Qualifications***Education and Knowledge***

Diploma in a related human / social service field.

Training and Experience

One (1) year recent related experience.

Or an equivalent combination of education, training and experience.

Benchmark Title**TRUCK DRIVER****Job Summary**

Operates a motor vehicle to transport goods between designated locations; picks up, delivers, loads and unloads goods at designated locations.

Key Duties and Responsibilities

1. Operates a motor vehicle such as a car, a van or a truck to transport goods to and from designated locations.
2. Picks up, delivers, loads and unloads goods such as materials, supplies and donated items. Ensures that the goods conform to established guidelines. Ensures that the goods are placed securely in the vehicle.
3. Plans driving routes to complete scheduled pick-ups and drop-offs.
4. Performs routine inspection and maintenance duties on vehicles and equipment such as cleaning vehicle, fuelling vehicle, checking fan belts, lights and tires and maintaining fluid levels. Recommends vehicle and equipment repairs as required.
5. Maintains related records in accordance with established procedures and guidelines.
6. Directs assistants and/or volunteers in the loading and unloading of the vehicle.
7. Performs other related duties as required.

Qualifications*Education and Knowledge*

Grade 10, plus valid BC Driver's license.

Training and Experience

Six (6) months recent related experience.

Or an equivalent combination of education, training and experience.

Benchmark Title

VICTIM SERVICE WORKER

Job Summary

Provides support services, practical assistance, information and referrals to clients who have been victims of crime.

Key Duties and Responsibilities

1. Conducts client intake by performing duties such as obtaining demographic information, providing information regarding the victim service worker's role and the services offered by the organization, assisting clients in completing intake forms, and explaining issues related to confidentiality.
2. Provides emotional support to clients who have been victims of crime through active listening, debriefing and validating clients' emotions.
3. Assesses clients' need for other services and provides them with information on helping organizations and professionals such as community service agencies, counsellors, legal aid lawyers, physicians and mental health services. Recommends appropriate services to clients.
4. Provides crisis response and intervention as necessary.
5. Supports clients' interests and rights by performing duties such as liaising for clients with the police and Crown Counsel, obtaining information about clients' cases including case status and hearing dates.
6. Provides information on police, legal and medical systems in general and specific to clients' cases. Provides information on crime prevention to clients to help them avoid re-victimization.
7. Provides court support services such as explaining court processes and trial procedures and providing court orientation and information on court preparation.
8. Provides accompaniment and/or transportation such as to court, police and medical appointments.
9. Assists clients in completing legal forms such as Criminal Injury Compensation Applications and Victim Impact Statements.
10. Participates in public education to raise awareness of physical or sexual assault and/or abuse.
11. Consults and liaises with community service agencies to maintain up-to-date information on available resources and develop community relations.
12. Maintains and provides statistics and reports regarding service delivery as required.
13. Performs other related duties as required.

Qualifications

Education and Knowledge

Diploma in a related human / social service field.

Training and Experience

Two (2) years recent related experience.

Or an equivalent combination of education, training and experience.

Benchmark Title**VOCATIONAL COUNSELLOR****Job Summary**

Develops, implements, monitors and evaluates training plans in a variety of work settings designed to meet clients' vocational, social and daily living goals.

Key Duties and Responsibilities

1. Identifies clients' interests, skills and abilities by conducting interviews and consulting caregivers.
2. Develops, with the participation of clients, training plans, including pre-employment skill development, designed to meet the individual's goals in the areas of daily living and social skills and job readiness. Implements, monitors, evaluates and modifies training plans.
3. Trains, supports and monitors clients in a variety of work settings in areas such as work skills, proper hygiene, product quality, quantity and service expectations.
4. Provides reports on clients' skill level and progress to the supervisor and other caregivers and makes recommendations on modifications to the goals.
5. Locates employers in local businesses, industries and community agencies that match the interests, skills and abilities of clients. Encourages employers to participate in placements.
6. Encourages client participation in community activities and encourages relationships and friendships in the community.
7. Follows up job placements by assisting employers to work with clients through problem solving and troubleshooting.
8. Liaises with community service providers in order to promote the program.
9. Performs other related duties as required.

Qualifications*Education and Knowledge*

Diploma in a related human / social service field.

Training and Experience

One (1) year recent related experience.

Or an equivalent combination of education, training and experience.

Benchmark Title**VOCATIONAL WORKER****Job Summary**

Provides vocational skills training and support to clients in a designated work setting. Participates in production particular to assigned job location.

Key Duties and Responsibilities

1. Provides vocational skills training for clients in accordance with established goals and plans. Promotes a work-like environment for clients.
2. Supervises clients in performing vocational training tasks. Coordinates clients' involvement in work production.
3. Reviews and evaluates job situations and reports clients' needs, progress and work performance to the supervisor.
4. Monitors and supports the general care, safety and well being of clients by performing duties such as administering medication in accordance with established policy and assisting with clients' personal hygiene as required.
5. Schedules work to meet product quality, quantity and service expectations. Participates in production.
6. Orders supplies and materials for the designated work area. Reports to the supervisor any equipment requiring maintenance.
7. Performs other related duties as required.

Qualifications*Education and Knowledge*

Certificate in a related human / social service field.

Training and Experience

One (1) year recent related experience.

Or an equivalent combination of education, training and experience.

Benchmark Title**VOLUNTEER COORDINATOR****Job Summary**

Oversees, implements and evaluates a volunteer program(s). Recruits, screens, selects, trains, places and supervises volunteers.

Key Duties and Responsibilities

1. Recruits, screens, interviews, selects and dismisses volunteers.
2. Assesses volunteer's skills and matches them to placement opportunities. Orients and trains volunteers for the program.
3. Places, supervises and evaluates program volunteers.
4. Oversees and evaluates the volunteer program; reviews policies and procedures and recommends changes to the supervisor. In conjunction with the supervisor, identifies volunteer staffing needs of the organization's programs.
5. Monitors, authorizes and allocates expenditures within the operating budget for the year and assists senior management in preparing the budget. Prepares and maintains related documentation.
6. Coordinates a reward/recognition program(s) for volunteers and special events for volunteers and clients.
7. Consults with community groups and professionals to identify trends and needs of the community. Maintains contact with community groups and volunteer organizations to promote interest, participation in and support for the program. Develops promotional materials.
8. Develops and maintains volunteer program statistics and reports. Maintains records of volunteer placements, hours, requests and concerns.
9. Communicates with agency staff regarding the volunteer programs. Acts as a liaison between staff, volunteers and clients.
10. Performs other related duties as required.

Qualifications*Education and Knowledge*

Diploma in a related human / social service field or certificate in Volunteer Management.

Training and Experience

Two (2) years recent related experience, including volunteer management experience.

Or an equivalent combination of education, training and experience.