

## LOWER SIMILKAMEEN COMMUNITY SERVICES SOCIETY

**Job Title:** Family Support Program Coordinator

**Benchmark:** 81602, Family Resource Worker    **Classification Grid:** 33

**Immediate Supervisor:** LSCSS Executive Director  
Case Consultation/Supervision through Ministry of Children and Families (MCFD).

**Bargaining Unit:** UFCW. Local 1518

### **Job Summary:**

As a non-profit charitable organization, Lower Similkameen Community Services Society's mission is to promote and provide excellent programs that enhance the quality of life by continuing to improve the social conditions, housing, health, and education of our citizens. LSCSS is proud to be a provider of affordable homes a diversity of services that contribute to the wellness of individuals and families.

Our Family Support Program Coordinator contributes to achieving LSCSS's mission by supporting local families to be better parents to their children by teaching them a variety of skills, to assist parents so that they feel supported during a crisis, and to provide those services that will help to try and prevent the breakup of a family unit.

Working as a support to the Ministry of Children and Families, provides support to a child, youth, or family/caregivers to support personal growth, development, or situational change. Connecting a child, youth, or family/caregivers with support/resources. This role requires knowledge on child development stages and milestones; providing a range of support services with an indigenous and trauma-informed lens, to families at risk of losing custody of their child/children due to socio-economic factors, many of whom have concurrent mental illness, substance use and/or physical health issues.

### **Typical Duties and Responsibilities:**

1. Works with families in their homes and in the community to create safe and healthy interactions;
2. Observes and monitors family interactions, as well as individual behaviour, appearance, and condition of family members.
3. Develops service plans including for self-referred clients.
4. In conjunction with MCFD, develops service plans for referred clients. Works as a team member with MCFD Supervisor to meet client needs.
5. Supervises visits of family members as required. Reports problems to supervisor.
6. Works with families to deal with stress and crisis;

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*The Lower Similkameen Community Services Society acknowledges our presence on and service to the communities of the ancestral, traditional and unceded land of the Sm̓əłq̓m̓ix People. We recognize, honour, and respect the tm̓x̓w̓úlaʔx̓w̓ (land) upon which we live, learn, play, and do our work.*

7. Shares positive practices with families;
8. Teaches and demonstrates parenting skills such as child/parent conflict resolution, and consistency, and using appropriate books and other resource materials.
9. Teaches and demonstrates household management tasks including cleaning, and laundry, to maintain a healthy environment in the home.
10. Teaches basic nutrition following Canada's Food Guide. Provides education and assistance with menu planning, meal preparation, special diets, and shopping effectively.
11. Teaches and demonstrates personal hygiene techniques including the basics of bathing and oral care; and teaches parents how to provide good personal hygiene to their children.
12. Facilitates groups and individual training sessions and provides instruction and demonstrations in a variety of areas, such as cooking, canning, parenting, conflict resolution, and life skills.
13. Provides an opportunity for parents to establish a network of mutual support.
14. Identifies community resources to meet clients' needs and provides related information to clients.
15. Completes and maintains related records and documentation including statistics and client progress reports.
16. Accompanies clients to meetings, court, and appointments.
17. Performs other related duties as assigned

**Qualifications:****Typical Education, Training and Experience**

- Degree or Diploma in Community Social Service/Early Childhood Education
- Two years recent, related experience
- Education or training in program planning, group facilitation and working with families and young children in conditions of risk.
- Privacy Training (employer provided)
- Demonstrated experience working with people with complex needs, which could include mental illness and addictions
- Current Non-Violent Crisis Intervention Training an asset
- Trauma-Informed Practice Training
- Indigenous Awareness Training
- LGBTQ2S+ Awareness Training
- Mental Health First Aid
- Motivational Interviewing
- BC Class 5 Driver's licence and access to an adequately insured reliable vehicle for work purposes
- Clearance through the Criminal Records Review Program for work with vulnerable people
- Or, an equivalent combination of education, training and experience may be considered
- Or, other Qualifications determined to be reasonable and relevant to the level of work may be considered

### Typical Skills and Abilities

- Excellent verbal and written communication skills
- Physical ability to carry out the duties of the position
- Ability to use a computer and information technology including word processing, spreadsheet and database software
- Ability to plan, organize and prioritize
- Ability to work independently, and demonstrate good time management
- Ability to work in a team setting, and to work collaboratively with social workers and community professionals
- Ability to establish and maintain rapport with clients
- Demonstrated professionalism, ethical decision-making, non-judgemental approach, common sense, maturity and accountability
- Strong ability to provide crisis management and de-escalation when required, and resolve problems
- Ability to model and support life-skills
- Strong ability to conduct group facilitation
- Strong knowledge and skills of implementing current research-based theories, methods and interventions related to individuals/families dealing with issues of violence, addictions and mental health
- Familiarity with local resources for children, youth and families
- Has ideas of motivation and methodology to empower children, youth and families
- Knowledge of child development, parenting, family systems, family violence, effective household management, nutrition, menu planning and cooking
- Experience coaching and supporting parents and children
- Experience working with children and families from diverse cultural and socio-economic backgrounds

Revised Job Description: February 14, 2023