



**JOB DESCRIPTION:**  
**RESIDENTIAL FAMILY SUPPORT WORKER PT**

**SONSHINE COMMUNITY SERVICES MISSION STATEMENT:**

*"Motivated by our Christian faith, our mission is to help women and children transform their lives."*

**GENERAL DESCRIPTION OF AGENCY:**

Sonshine Community Services is an umbrella organization for four departments: Sonshine Centre, Sonshine Counseling Services, Sonshine Children's Centre and Sonshine Family Day Homes. Sonshine Centre is a long-term residential program for women and children who have experienced family violence and abuse.

**POSITION OVERVIEW**

This is a part time position. The Family support worker will work in close collaboration with the residential and residential Children's Centre teams to ensure families are well connected to community resources and opportunities, provided needed supports and receive life skill education. This position will also assist with activities such as groups and events for the women and families residing at Sonshine Centre. The Family Support Worker reports directly to the Director, Residential and Community Services.

**PRIMARY DUTIES AND RESPONSIBILITIES**

**Communication**

- Work effectively with partnering and community agencies. Establish and maintain a positive working relationship with schools, community agencies, Child and Family Services and Calgary Police Services, and others involved in families living at Sonshine
- Establish and maintain professional relationships with colleagues. Collaborate and communicate progress of the participants with Support Counsellors, Intensive Case Manager, Child and Youth counsellor and Parent Child Educator to ensure seamless service delivery.
- Build supportive relationships with families residing at Sonshine Centre
- Keep clients informed on an on-going basis of resources that are available in the community.

**Counselling and Support:**

- Meet with all families when they first enter into Sonshine and assist in orienting them to the building, services and the community. Prepare and distribute welcome packages to all new families which include pertinent information on community resources such as transit maps, school information, grocery stores, etc.
- Observe families and provide assessment information to Supportive Counselors, Child and Youth Counselor and Parent Child Educator



- Carry out interventions with women and children as directed by Supportive Counselor, Child And Youth Counselor and Parent Child Educator
- Engage families in participating in setting short term goals that address emergency needs.
- Assist families and individuals with problem solving, parenting skills, child development needs, budgeting, advocacy, completing needed paper work, court support and other life skills
- Provide information, referrals and support services to assist families in identifying and receiving needed services
- Provide individualized assistance to client families as determined in consultation with the residential team, such as support with grocery shopping, use of transit, home management skills, etc.
- Assist with life skills and other supportive group activities for clients

### **Administration**

- Establish and maintain appropriate documentation as required of all phone calls or in-person contact with clients, community meetings, and work conducted with and/or on behalf of families.
- Document all critical incidents
- Complete and submit statistical records monthly.
- Complete agency monthly expense, requisition and time sheets
- Create and distribute a monthly newsletter to residents, keep bulletin boards and client resource library current.
- Keep abreast of changes with resources in the community and update clients and staff
- Other duties as assigned.

### **Planning and Organization**

- Establish and maintain a network of support services, service providers and agencies that may assist families further
- In collaboration with the Child and Youth Counselor and Parent Child Educator, develop and facilitate effective intervention/support plans with families
- Assist in the administration and coordination of community donations such as library cards, Adopt a Family, Kids Up Front, zoo passes, holiday parties and other community generated resources.

### **Supervision**

- Attend individual supervision, team meetings, staff meetings and trainings as required
- Adhere to agency policies, procedures, practices and Code of Ethics
- Demonstrate professional attitudes, characteristics and practices
- Participate in the development of a healthy and safe working environment
- Promote Sonshine Community Services' image by acting as an ambassador of the agency
- Maintain on-going professional development
- Participate in annual performance reviews



## **QUALIFICATIONS:**

### **Knowledge**

- Demonstrates:
  - Understanding of children's developmental stages
  - Working knowledge of available community supports, services, and resources for women, children, youth, and families within Calgary
  - Understanding of how women and children are affected by domestic violence
  - Understanding of how women and children are impacted by trauma
  - Understanding of domestic violence as a personal and social issue
  - Understanding of family systems

### **Skills:**

- Demonstrated ability to relate to and/or engage children in an age appropriate manner
- Demonstrated ability to engage and build relationships with adults
- Exceptional planning and organizational skills
- Proven ability to multi-task, negotiate and prioritize
- Strong interpersonal skills
- The ability to take initiative, collaborate and coordinate work across different departments of the agency, while remaining mindful of each area's priorities
- Ability to effectively navigate social systems and advocate on a client's behalf
- Ability to work independently and within a team environment
- Strong written and oral communication skills
- Ability to function within a fast paced work environment
- Demonstrated ability with computer programs, including but not limited to, Outcome Tracker, Microsoft Word and Excel

### **Personal Characteristics:**

- A positive attitude, high energy, creativity, and flexibility
- An optimistic, curious, and genuine approach
- A genuine commitment to the mission, vision, values and work of the agency

### **Educational Qualifications & Experience:**

- Degree or Diploma related to the Human Services Field (Social Work preferred)
- Strong Communication, file management, and assessment skills
- Police Check and Child Intervention Record Check required (completed within last 6 months)
- Aboriginal Awareness, Suicide Intervention, and Cultural Sensitivity training
- Current CPR and First Aid certification
- Knowledge of the Neurosequential Model of Therapeutics as well strength-based and client-centered approaches an asset
- Minimum two years' experience working directly with children, youth, and families
- Valid driver's license and reliable vehicle