

Child & Family Services/Income Security/Integrated Workers/Resource Development Worker

Occupational Family/Code – Human Services: HCP, HCS, HFS, HIS, HIU, HRD

Profile created: 1996 08

Profile updated: 2006 10

Occupation Summary	Selection of Competencies	Knowledge	Skills	Personal Attributes
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The duties for program workers within human services will vary depending on the position, the program being delivered and the location of the position. Some positions provide specialized functions within a program area and others perform integrated cross-program roles. For certain positions candidates are required to have a BSW, BISW or an alternative bachelor level social work degree from an accredited university, as approved by the CASW/CASSW. For further clarification, refer to Community Resources and Employment.

Within the Child and Family Services Division, you will work with various individuals and agencies. Your primary client may be families, children, youth, teen parents, foster parents and/or adoptive parents. You may investigate referrals, assess family functioning and determine risk of safety to children. When safety risks are too great, children may be removed from their home and placed in foster care. You may provide counseling to families at risk to develop plans to better deal with the problems they are experiencing and work with them in establishing the supports they require. You may work with children in care and their foster parents and caregivers to plan and prepare the child's return home. Children may be placed in care on a permanent basis and will require long-term care and planning. You may work with young parents to provide pregnancy counseling/planning, adoption planning, facilitate parenting support and information groups for young parents. You may conduct intensive home studies for prospective adoptive parents, facilitate adoption placements and provide post-placement support and adoption finalization.

Within the Income Security Division, you will be required to provide income support services for families and individuals to lessen, remove, or prevent the causes and effects of poverty, hunger and dependency. Income Security Programs encourage and support employment and other measures to assist client and community independence. The Division partners with other ministries, organizations, and community agencies, both regionally and provincially to develop services which contribute to the social and economic well-being of low-income children, families and individuals. As an Income Security Worker, you will use systems-centered, strength-based, and solution-focused approach to assess the client's strengths, interests, personal, family, and social stresses, resources and support systems to assist them to meet their needs. You may be required to apply crisis and/or risk management techniques in some situations. Using information gathered through the assessment process, you will determine the eligibility for social assistance, the benefit level and other services to which the client may be entitled, and work with clients and communities to develop plans for personal growth and/or enhanced independence of the individual client and people on social assistance.



You may be required to travel and/or operate a vehicle throughout cities or rural areas. You may have to transport families and carry children, or work within a youth custody facility or group home where crisis intervention is required. You will be required to work flexible hours and/or shift work. A criminal record clearance is required.



Knowledge

Knowledge is the baseline of information acquired through work and life experiences, learning situations and formal education which enables an individual to perform from an informed perspective.

Acts/Regulations/ Legislation

- Knowledge of applicable procedures, policies, regulations and legislation. **(Learn)**
 - Knowledge of the inter-relationships between various policies/programs. **(Learn)**
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Theories/Principles

- Knowledge of child abuse and neglect indicators and affects. **(Bring)**
- Knowledge of community services and resources and the extent to which these resources and services support the citizens of the community. **(Learn)**
- Knowledge of the indicators and dynamics of domestic violence, poverty, disabilities, family relationships, abuse and neglect and their impact on the client's ability to effect necessary change when executing a case plan. **(Learn)**
- Knowledge of poverty and other socio-economic issues and how they impact on people. **(Bring)**
- Knowledge of human growth and development and the impact of influencing factors. **(Bring)**
- Knowledge of the systemic barriers that affect clients and communities. **(Bring)**
- Knowledge of multi-cultural beliefs, values and perspectives with particular emphasis on First Nations and Metis. **(Bring)**
- Knowledge of community approaches to working with clients. **(Learn)**
- Knowledge of a range of theories and intervention strategies. **(Bring)**



- Knowledge of the principles and techniques of adult and child learning. **(Learn)**
 - Knowledge of interviewing skills and techniques. **(Bring)**
 - Knowledge of therapeutic and treatment principles, modalities and interventions (e.g. family-centered, strength-based, solution-focused). **(Learn)**
 - Knowledge of principles, practices and ethics of social work. **(Bring/Learn)**
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Skills

Skills are those demonstrated abilities, or proficiencies which one has learned from their past. These are acquired/developed from past work and life experience, including volunteer work, independent study, life events, community and leisure activities, and formal training.

Skills are demonstrable, measurable and are transferable from one situation to another.

Communication

- Ability to plan and conduct interviews with individuals who may display a broad range of emotions to gather and evaluate relevant information, assess risk factors/capacities/family dynamics and the need for services. **(Bring)**

Personal attributes which may link with this skill statement include: non-judgmental, empathetic, patient, focused, respectful...

- Ability to verbally and in writing communicate information to a variety of audiences that persuades, convinces, builds support, educates and promotes understanding. **(Bring)**

Personal attributes which may link with this skill statement include: focused, confident, client service oriented...

- Ability to develop and deliver presentations about ministry programs and client needs to agencies, community, and/or groups using language appropriate to the audience. **(Bring/Learn)**

Personal attributes which may link with this skill statement include: focused, confident, client service oriented...

- Ability to organize, present and record information in a clear, concise, complete, accurate, appropriate and timely manner which allows others to understand the reasons for a decision/recommendations or the need for further action. **(Bring)**

Personal attributes which may link with this skill statement include: focused, confident, client service oriented...



- Ability to develop, deliver and facilitate clear and concise information sessions and educational modules using language appropriate to the audience. **(Learn)**

Personal attributes which may link with this skill statement include: focused, confident, client service oriented...

- Ability to advocate on behalf of clients to ensure access to services and resources, remove barriers to independence and promote client well-being. **(Bring)**

Personal attributes which may link with this skill statement include: resourceful, supportive of others, honest...

Leadership

- Ability to lead, encourage, advise and cooperate with people to promote and maintain healthy, positive relationships while achieving client, team and ministry goals. **(Learn)**

Personal attributes which may link with this skill statement include: empathetic, respectful, confident, team player, supportive of others...

- Ability to establish and maintain a network of community contacts with a diverse range of individuals. **(Learn/Bring)**

Personal attributes which may link with this skill statement include: non-judgmental, empathetic, respectful...

Problem Solving

- Ability to apply a case management model when assessing, developing, implementing, evaluating and adjusting case plans in collaboration with the client and others to establish goals and meet diverse client and family needs. **(Bring)**

Personal attributes which may link with this skill statement include: confident, client service oriented, flexible...



- Ability to apply the family-centered, strength-based, solution-focused case management model when assessing, developing, implementing, evaluating and adjusting case plans in collaboration with the client and others to establish goals and meet diverse client and family needs. **(Learn)**

Personal attributes which may link with this skill statement include: confident, focused, client service oriented, flexible...

- Ability to access appropriate community resources in response to specific client needs. **(Learn)**

Personal attributes which may link with this skill statement include: innovative, creative, client service oriented...

- Ability to assess the current and historical environment of the client, family and/or community and consider all factors when developing case plans. **(Bring)**

Personal attributes which may link with this skill statement include: flexible, non-judgmental, client service oriented...

- Ability to assess, develop, implement, evaluate and adjust case plans in order to reduce risk and enhance individual/family functioning. **(Bring)**

Personal attributes which may link with this skill statement include: flexible, non-judgmental, client service oriented...

- Ability to develop, maintain, implement and adjust case plans in collaboration with the client and others to establish goals and meet diverse client and family needs. **(Bring)**

Personal attributes which may link with this skill statement include: flexible, non-judgmental, client service oriented...

- Ability to evaluate client interview data regarding life situations, employability and other circumstances to determine the extent to which available programs and services can address applicant needs and integrate this into a case plan. **(Learn)**

Personal attributes which may link with this skill statement include: client service oriented, flexible, focused...



Interpersonal

- Ability to develop and maintain open and honest work relationships with a challenging and diverse range of individuals, interest groups and related service providers. **(Bring)**

Personal attributes which may link with this skill statement include: non-judgmental, objective, supportive of others...

- Ability to develop partnerships with communities, share resources and provide quality service to individual clients and families. **(Learn)**

Personal attributes which may link with this skill statement include: goal oriented, creative, flexible...

- Ability to recognize and value cultural and socio-economic differences in developing case plans with the client. **(Bring)**

Personal attributes which may link with this skill statement include: flexible, non-judgmental, impartial, fair, sensitive...

- Ability to develop and maintain positive relationships with a diverse range of clients and team members within the workplace, or community and/or other government ministries and agencies. **(Bring)**

Personal attributes which may link with this skill statement include: non-judgmental, objective, supportive of others...

Team/Independence

- Ability to work independently, interdependently, and participate as a contributing member of a variety of teams within the workplace, community and other government ministries/agencies to meet client and ministry goals and objectives. **(Bring/Learn)**

Personal attributes which may link with this skill statement include: flexible, goal-oriented, team player...



Organizational

- Ability to independently plan and balance diverse and conflicting workload pressures, in a timely manner accomplishing program goals while meeting client needs. **(Bring)**

Personal attributes which may link with this skill statement include: flexible, goal oriented, client service oriented...

Analytical

- Ability to interpret and apply the intent of legislation and social policies to complex controversial and/or ambiguous situations with disputed or limited facts. **(Learn)**

Personal attributes which may link with this skill statement include: confident, creative, focused...

- Ability to understand and use legal authority in a fair and sensitive manner and provide the rationale for decisions and actions. **(Learn)**

Personal attributes which may link with this skill statement include: focused, flexible, client service oriented...

- Ability to examine, understand and appropriately apply mathematical concepts when calculating and explaining complex budget calculations from income information. **(Bring)**

Personal attributes which may link with this skill statement include: analytical, attentive to detail...

Technical

- Ability to access, retrieve, input and process information using various electronic systems in an accurate and timely manner. **(Bring)**

Personal attributes which may link with this skill statement include: focused, goal oriented...



- Ability to input, update, edit, retrieve, maintain, merge, format and transmit information/data using a variety of hardware/software and/or electronic systems accurately and in a timely manner. **(Bring)**

Personal attributes which may link with this skill statement include: consistent, focused, conscientious...

Safety/Stress/Security

- Ability to recognize symptoms of stress and take steps to minimize their impact on job performance, well being and safety of self and others. **(Bring)**

Personal attributes which may link with this skill statement include: self-confident, positive, empathetic...

- Ability to recognize potential risks to the safety and well being of self, clients, staff and community and take timely actions to respond to or de-escalate crisis situations including recognizing when to extricate yourself from the situation. **(Bring/Learn)**

Personal attributes which may link with this skill statement include: self-confident, positive, empathetic...

- Ability to develop, assess and consider options for addressing urgent client situations and implement solutions which reduce client risks. **(Bring)**

Personal attributes which may link with this skill statement include: self-confident, positive, empathetic...



Personal Attributes

(Bring)

Personal Attributes identify qualities of character, which a person must have to be an effective and successful performer in the job. They are underlying characteristics which are deep and enduring parts of an individual expressed most of the time. They are one's personal style or personal effectiveness, such as feelings, attitudes, habits and traits. Each of these is demonstrated by behavioral examples which allow one to objectively determine whether an individual possesses the required personal attributes.

Attributes, together with the knowledge and skill competencies, help you to predict what a person will do in a given situation.

Personal attributes for the Child and Family Services/Integrated Workers include:

To Be...

- client-service-oriented
- diligent
- honest/ trustworthy
- self-confident
- flexible/ resilient
- insightful/ intuitive
- realistic
- positive/ hopeful/ confident
- task-oriented/ goal-oriented/
- focused
- decisive
- accurate/ precise/ concise
- reliable/ responsible
- empowering
- creative/ innovative
- compassionate/ supportive/ empathetic/ sensitive/ understanding/ respectful
- a team player
- proactive/ motivated
- accountable
- fair/ impartial/ objective/
- open-minded/ non-judgmental
- patient
- tolerant
- calm/ level-headed
- approachable/ personable
- a role model

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