



Farm Stress Line Workers

Occupational Family/Code – Human Services: HSL

Profile created: 1996 04

Profile updated: 2006 11

Occupation Summary	Selection of Competencies	Knowledge	Skills	Personal Attributes
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The Farm Stress Line is a provincial telephone information and referral service. Workers provide crisis intervention and information on a wide range of programs and services available in rural communities. They access the computer database which contains information regarding agricultural, financial, family and community issues, programs and services. Farm stress line workers must also have knowledge of current affairs affecting farmers and rural communities in order to understand the issues and concerns of callers.

Farm stress line workers' hours of work are non-traditional. They must be comfortable providing counselling and support within the limitations created by the use of the telephone. They are often required to listen to callers and talk with them for long periods of time. Farm stress line workers are expected to research new programs and services available to update their reference resources.



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 acts, regulations, policies and procedures. **(Learn)**
 - Knowledge of farm debt review process. **(Bring)**
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Theories/Principles

- Knowledge of applicable counselling principles and interventions. **(Learn)**
 - Knowledge of personal and relationship issues such as abuse, addictions and intergenerational conflict and their impact on the operation of the farm. **(Learn)**
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Technical

- Knowledge of the unique culture of agriculture and rural communities. **(Bring)**
 - Knowledge of issues affecting farm and rural life. **(Bring)**
 - Knowledge of farm operations and finance. **(Bring)**
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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 document pertinent information from phone counselling sessions and prepare reports and correspondence in a clear, concise and accurate manner. **(Bring)**

Personal attributes which may link with this skill statement include: objective, impartial...

- Ability to paraphrase and clarify caller concerns and circumstances to identify the underlying issues or needs. **(Learn)**

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

- Ability to clearly explain thoughts and ideas to co-workers and to clients on the telephone and in an organized manner. **(Bring)**

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

Leadership

- Ability to plan, co-ordinate monitor and deliver various program initiatives and training to new staff. **(Learn)**

Personal attributes which may link with this skill statement include: assertive, resourceful...

Interpersonal

- Ability to actively listen, calm and contract with clients in crisis, over the telephone, to reduce the risk of them harming themselves and others. **(Learn)**

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



- Ability to establish rapport with callers through discussion, appreciation and acknowledgement of the agricultural and rural issues they face. **(Bring)**

Personal attributes which may link with this skill statement include: non-threatening, personable, impartial...

- Ability to recognize and accommodate people from all cultures, religions, gender, sexual orientation, age groups and socio-economic backgrounds in a sensitive and respectful manner. **(Bring)**

Personal attributes which may link with this skill statement include: sensitive, impartial, objective...

Team/Independence

- Ability to work independently and/or as a team member with co-workers, agencies and others to consistently meet program and client needs. **(Bring)**

Personal attributes which may link with this skill statement include: flexible, resourceful, personable...

Organizational

- Ability to independently organize duties and determine and adjust priorities to complete tasks and meet deadlines. **(Bring)**

Personal attributes which may link with this skill statement include: flexible, resourceful...

Analytical

- Ability to accurately assess and evaluate client circumstances to determine needs and generate appropriate options. **(Learn)**

Personal attributes which may link with this skill statement include: objective, resourceful...

- Ability to gather relevant information to establish appropriate procedures and resources to access in identifying and addressing client's concerns. **(Learn)**

Personal attributes which may link with this skill statement include: resourceful, assertive...



Technical

- Ability to identify appropriate available services, programs and agencies in response to client needs. **(Bring)**

Personal attributes which may link with this skill statement include: flexible, resourceful, encouraging...

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

Personal attributes which may link with this skill statement include: resourceful, flexible...

Safety/Stress/Security

- Ability to recognize stress in self and others and the steps to take to minimize its impact on health and well being. **(Bring)**

Personal attributes which may link with this skill statement include: understanding, sensitive, encouraging...



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 behavioural 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 Farm Stress Line Workers include:

To Be...

- confident/positive in order to empower, support, motivate and encourage others to make positive choices (self-confident/assertive, flexible, honest, positive, resourceful)
- open-minded/non-judgmental in order to respond without prejudices or pre-conceived opinions, and to establish and maintain communication and build rapport (objective/fair/impartial, approachable/non-threatening/personable)
- empathetic in order to build a trusting relationship and provide quality service (understanding/sensitive, kind/compassionate/caring, patient/supportive/encouraging)
- respectful of differences in order to be effective when interacting with people from all cultures, religions, sexual orientation, age groups, gender and socio-economic backgrounds (sensitive/aware/fair/impartial)

[Back to top](#)