

# **BENCHMARK** *Family Resource* **Worker**

## **COMMUNITY SUBSECTOR COLLECTIVE AGREEMENT**

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**CLASSIFICATION GRID:** 10 NEW GRID 33  
(As of April 1, 2019)

**BENCHMARK TITLE:** FAMILY RESOURCE WORKER

**BENCHMARK NUMBER:** 81602

**JOB FAMILY:** CLIENT SERVICES

### **SCOPE AND LEVEL DEFINITION**

Observes and monitors family interactions in a variety of life skills areas. Supports and educates families by performing duties such as facilitating training sessions and providing instruction and demonstrations.

### **TYPICAL FUNCTIONS AND RESPONSIBILITIES**

1. Observes and monitors family interactions, as well as individual behaviour, appearance, and condition of family members. Supervises visits of family members as required. Reports problems to supervisor.
2. Provides input regarding clients' needs, performance, and progress, and assists the supervisor to develop plans to meet needs.
3. Facilitates group and individual training sessions, and provides instruction and demonstrations in a variety of areas such as alternative parenting strategies, and life skills.
4. Identifies community resources to meet clients' needs, and provides related information to clients.
5. Completes and maintains related records and documentation such as progress reports and case conference reports.
6. Accompanies clients on outings such as appointments, shopping and leisure activities.
7. Performs other related duties as assigned.

### **QUALIFICATIONS**

#### **Typical Education, Training, and Experience**

- Diploma in Community Social Service
- Class V BC Driver's License
- Recent, related experience of one year  
Or an equivalent combination of education, training, and experience  
Or other Qualifications determined to be reasonable and relevant to the level of work

**Typical Skills and Abilities**

- Ability to communicate effectively, both verbally and in writing
- Physical ability to carry out the duties of the position
- Ability to work independently and in cooperation with others
- Ability to operate related equipment
- Ability to organize and prioritize
- Ability to establish and maintain rapport with clients
- Ability to observe and recognize changes in clients
- Ability to analyze and resolve problems
- Knowledge of child development, parenting, family systems, family violence, cross-cultural issues, and community resources.
- Ability to handle conflict