

Benchmark Title**ACTIVITY WORKER****Job Summary**

Plans, organizes, implements, and evaluates community-based recreational, social and/or educational activities. Encourages and facilitates clients' participation in activities.

Key Duties and Responsibilities

1. Plans, organizes, implements, and evaluates community-based recreational, social and/or educational activities to meet clients' needs.
2. Encourages and facilitates clients' participation in activities; provides guidance and instructions.
3. Monitors and observes clients' behaviour. Report problems to the supervisor.
4. Provides skill-building to clients such as life skills and social skills; models appropriate behaviour.
5. Ensures the safety of clients. Responds to emergencies in accordance with established policies and guidelines.
6. Participates in the development of individual activity plans.
7. Accompanies and/or transports clients to activities.
8. Administers medication as required in accordance with established guidelines, procedures and instructions.
9. Maintains related records and statistics and produces reports as required.
10. Maintains liaison with clients' families, other community service providers and professionals.
11. Performs other related duties as required.

Qualifications***Education and Knowledge***

Certificate in a related human / social service field or recreation course.

Training and Experience

Six (6) months recent related experience.

Or an equivalent combination of education, training and experience.

COMMUNITY SOCIAL SERVICES JOB EVALUATION PLAN RATING RATIONALE

BENCHMARK TITLE: Activity Worker

FACTOR	REASON FOR CLASSIFICATION	DEGREE	POINTS
1	Education and Knowledge - Requires completion of a certificate program in a related Human Service Field or recreation courses	3	56
2	Training and Experience - Requires up to and including 6 months recent related experience	2	50
3	Physical Demands – Almost always participates in recreational/social/educational activities with clients involving moderate physical exertion	5	35
4	Concentration – Almost always required to observe, listen and respond to client inquiries that are straightforward and repetitive	5	42
5	Independence - Guided by specific procedures; selects a course of action to complete assignments using previous instructions to plan and implement recreational, social, and/or educational activities and reports client progress	3	43
6	Judgement – Assesses client progress and chooses an approach using accepted procedures and techniques to plan and implement client activities	4	57
7	Leadership/Supervision - Little or no responsibility	1	20
8	Accountability – Work has direct impact on service provided to client	3	43
9	Communication – Facilitates and encourage client participation in activities; clients are normally co-operative	4	57
10	Care of Individuals – Work involves observing and monitoring clients' movements, ensuring the well-being and safety of clients and providing skill-building to clients	3	30
11	Environment/Working Conditions – Pace of work is not always controlled by the employee; there is often multiple demands with time pressure to finish specific job tasks such as administering medication	5	42
Total Points			475

Benchmark Title**ADULT, YOUTH AND/OR CHILD WORKER****Job Summary**

Identifies client problems, needs and risks. Develops and implements short-term, issue-specific intervention plans within program guidelines. Plans and conducts individual and/or group counselling sessions using basic counselling techniques. Provides skill building in problem areas.

Key Duties and Responsibilities

1. Gathers information relevant to the client's problems, needs and risks by interviewing, observing behaviour, meeting with caregivers and service providers and using a variety of inventories, checklists and questionnaires. Reviews the information gathered to identify problems, needs and risks.
2. Develops and implements short-term, issue-specific intervention plans within program guidelines in consultation with the supervisor.
3. Plans, prepares and conducts group or individual counselling sessions using techniques such as active listening, conflict resolution, basic group counselling, and basic psycho-educational group methods to resolve the identified problems, needs and risks.
4. Provides skill building in areas such as parenting skills, anger management or self-management techniques.
5. Evaluates the effectiveness of the intervention plan, reports on clients' progress, and discusses related concerns with the supervisor in order to resolve identified problems and move towards defined objectives.
6. Outlines services provided by the program and/or organization. Provides information on and referral to other community service providers, resources and professionals as required.
7. Maintains related records and statistics and provides reports to the supervisor as required.
8. Liaises with and/or promotes the interests of clients with other community service providers, professionals and school personnel as required. Accompanies clients to meetings and appointments as required.
9. Performs other related duties as required.

Qualifications***Education and Knowledge***

Diploma in a related human / social service field.

Training and Experience

One (1) year recent related experience.

Or an equivalent combination of education, training and experience.

COMMUNITY SOCIAL SERVICES JOB EVALUATION PLAN RATING RATIONALE

BENCHMARK TITLE: Adult, Youth and/or Child Worker

FACTOR	REASON FOR CLASSIFICATION	DEGREE	POINTS
1	Education and Knowledge –Requires a diploma in a related human / social service field	4	75
2	Training and Experience – Requires 1 year recent related experience	3	75
3	Physical Demands – Often involves very light physical exertion in writing reports; freedom of movement exists	2	14
4	Concentration – Often listens to clients to interpret client behaviour, define problems and provide support	6	50
5	Independence – Guided by social work standards, applies accepted work methods in different ways to provide short term issue specific programs and group or individual counselling	5	71
6	Judgement – Applies analysis and interpretation of client’s problems and choose an approach using accepted social work methods to develop short term intervention plans and provide counselling	5	71
7	Leadership/Supervision – Little or no responsibility	1	20
8	Accountability – Work has direct impact on the service provided with limited impact outside the agency; work is evaluated for compliance to social work standards	4	57
9	Communication – Uses influence or persuasion techniques to provide counselling to clients who may not cooperate	5	71
10	Care of Individuals – Identifies clients’ needs, problems and risks; provides emotional support and feedback to clients.	4	40
11	Environment/Working Conditions – Sometimes exposed to moderately undesirable working conditions in the form of unpleasant dealings with clients who are uncooperative or otherwise have behavioural problems.	4	33
Total Points			577

Benchmark Title**ASLEEP RESIDENTIAL NIGHT WORKER****Job Summary**

Sleeps through the night, waking only to attend to unusual circumstances.
Provides assistance with morning and evening routines.

Key Duties and Responsibilities

1. Sleeps through the night hours but is required to wake in order to attend to unusual night-time needs that arise with the residents.
2. Supports residents with their morning and evening routine such as washing, brushing teeth, combing hair and assisting the residents in the preparation of their breakfast.
3. Administers medication to residents in accordance with established policy.
4. Responds to emergencies in accordance with established policies and procedures.
5. Completes related records such as log books, charts and incident reports.
6. Secures the building by arming alarms and locking doors and windows.
7. Performs other related duties as required.

Qualifications*Education and Knowledge*

Grade 12

Training and Experience

Three (3) months recent related experience.

Or an equivalent combination of education, training and experience.

COMMUNITY SOCIAL SERVICES JOB EVALUATION PLAN

RATING RATIONALE

BENCHMARK TITLE: Asleep Residential Night Worker

FACTOR	REASON FOR CLASSIFICATION	DEGREE	POINTS
1	Education and Knowledge – Requires completion of Grade 12	2	38
2	Training and Experience – Requires up to 3 months recent related experience	2	50
3	Physical Demands – Once in a while required to exercise moderate physical exertion and handling to assist residents with morning and evening routines	3	21
4	Concentration – Once in a while listens to and responds to inquiries of residents	2	17
5	Independence – Guided by known job tasks, may make minor changes to residents' morning and evening routines	1	14
6	Judgement – Selects a known action to attend to night time needs of residents, and assist residents with their routines	2	29
7	Leadership/Supervision – Little or no responsibility	1	20
8	Accountability – Errors are quickly discernible when assisting with morning and evening routines	2	29
9	Communication – Clarifies factual information with residents to settle requests and handle emergencies	2	29
10	Care of Individuals – Work involves caring for clients' medical and behavioural needs, administering regulated medication and preparing breakfast	4	40
11	Environment/Working Conditions – Sometimes exposed to some undesirable working conditions in the form of unpleasant dealings with uncooperative or demanding clients and assisting clients with washing and grooming	3	25
Total Points			312

Benchmark Title**AWAKE RESIDENTIAL NIGHT WORKER****Job Summary**

Monitors and attends to the well being and safety of residents during the night. Maintains a comfortable and clean living environment.

Key Duties and Responsibilities

1. Monitors residents through the night and attends to any medical and behavioural needs that arise during the night.
2. Follow through on direction regarding specific residents left by the day staff.
3. Notifies staff of any major problems or emergencies. Responds to emergencies in accordance with established policies and procedures.
4. Supports residents with their morning and evening routines at the beginning and end of the shift.
5. Ensures that residents follow house rules. Monitors curfew regulations and reports to appropriate authorities as required.
6. Administers medications to residents in accordance with established policy.
7. Ensures that logbooks and other documentation such as charts and incident reports are complete.
8. Performs light housekeeping duties such as vacuuming, dusting, emptying garbage, cleaning and laundry. Performs minor building maintenance such as changing light bulbs. Reports maintenance needs to the supervisor.
9. Secures the building by arming alarms and locking doors and windows.
10. Prepares and assists residents in breakfast preparation.
11. Performs other related duties as required.

Qualifications*Education and Knowledge*

Grade 12.

Training and Experience

Six (6) months recent related experience.

Or an equivalent combination of education, training and experience.

COMMUNITY SOCIAL SERVICES JOB EVALUATION PLAN

RATING RATIONALE

BENCHMARK TITLE: Awake Residential Night Worker

FACTOR	REASON FOR CLASSIFICATION	DEGREE	POINTS
1	Education and Knowledge – Requires completion of Grade12	2	38
2	Training and Experience – Requires up to 6 months recent related experience	2	50
3	Physical Demands – Often kneel, bend, crouch or stretch to perform housekeeping duties and minor building maintenance and support residents routines	4	28
4	Concentration – Sometimes listens and responds to inquiries of residents	3	25
5	Independence – Guided by specific instructions, change the order of completion to meet the immediate requests of residents while completing scheduled maintenance and housekeeping tasks	2	29
6	Judgement – Recognises known differences and determines the priority of tasks to respond to medical and behavioural needs in a variety of situations	3	43
7	Leadership/Supervision – Little or no responsibility	1	20
8	Accountability – Errors are quickly discernible when assisting with morning and evening routine	2	29
9	Communication – Provides explanation to staff of major problems or emergencies	3	43
10	Care of Individuals – Work involves caring for clients medical and behavioural needs, administering regulated medications and preparing breakfast	4	40
11	Environment/Working Conditions – Often exposed to some undesirable working conditions in the form of unpleasant dealings with uncooperative or demanding clients and in performing light housekeeping duties	4	33
Total Points			378

Benchmark Title**CHILD AND YOUTH TRANSITION HOUSE
WORKER****Job Summary**

Monitors and conducts recreational activities with children or youth. Provides emotional support and feedback.

Key Duties and Responsibilities

1. Monitors and ensures the safety and comfort of children or youths. Reports any problems to the supervisor and responds to emergencies in accordance with established guidelines.
2. Plans, conducts and encourages children's or youths' participation in recreational activities such as craft projects and games. Prepares and sets up equipment or materials for the activities as required.
3. Provides emotional support and feedback to children and youths to help them deal with the effects of witnessing domestic violence.
4. Provides parenting support to mothers and models effective parenting skills. Provides information on and assistance in accessing community services and resources as appropriate.
5. Accompanies and/or transports children or youths to activities.
6. Maintains related records and statistics and produces reports as required.
7. Performs other related duties as required.

Qualifications***Education and Knowledge***

Grade 12 plus post secondary training in child care or a related field of up to one (1) year.

Training and Experience

Six (6) months recent related experience.

Or an equivalent combination of education, training and experience.

COMMUNITY SOCIAL SERVICES JOB EVALUATION PLAN RATING RATIONALE

BENCHMARK TITLE: Child and Youth Transition House Worker

FACTOR	REASON FOR CLASSIFICATION	DEGREE	POINTS
1	Education and Knowledge – Requires Grade 12 plus post secondary training in child care or a related field	3	56
2	Training and Experience – Requires 6 months recent related experience	2	50
3	Physical Demands – Often involves light physical exertion in conducting recreational activities such as crafts and games	4	28
4	Concentration – Monitors and observes children almost continuously involving a moderate level of vigilance and attentiveness	5	42
5	Independence – Guided by specific procedures and previous instructions; conducts recreational activities with children and youth	3	43
6	Judgement – Judgement required to assess children's and parents' needs in order to provide parenting support and model effective parenting skills	4	57
7	Leadership/Supervision – Little or no responsibility	1	20
8	Accountability – Work has direct impact on the service and limited safety impact	3	43
9	Communication – Facilitates the participation of children in activities. Facilitates the participation of parents in parenting skills development	4	57
10	Care of Individuals – Work involves providing emotional support, to clients	4	40
11	Environment/Working Conditions – Sometimes exposed to moderately undesirable working conditions in the form of dealings with upset, angry or demanding clients	4	33
Total Points			469

Benchmark Title**CHILD CARE RESOURCE AND REFERRAL WORKER****Job Summary**

Provides resource and consultation services to parents and family-based child care providers. Maintains child care registry and a variety of resources.

Key Duties and Responsibilities

1. Responds to telephone and in-person inquiries from parents and potential or existing child care providers on issues related to child care services. Provides resource materials and information on community resources, services and local child care providers.
2. Provides consultation to child care providers and potential child care providers in areas such as start-up and operation, licensing requirements, safety standards, and programming. Conducts initial and follow-up visits to child care providers.
3. Develops and produces newsletters, program brochures and pamphlets in conjunction with other staff. Develops, selects and acquires resource materials in consultation with the supervisor.
4. Maintains the lending library by performing duties such as organizing resources and equipment, performing inventory, and maintaining library membership, loan and return records.
5. Plans, conducts and/or participates in the delivery of workshops, networking and educational events for parents and child care providers in consultation with the supervisor.
6. Promotes the program and recruits child care providers through channels such as public service announcements, classified advertising and posters and brochures.
7. Maintains a registry of child care providers in accordance with established policies and guidelines.
8. Maintains related records and statistics and produces reports as required.
9. Performs other related duties as required.

Qualifications***Education and Knowledge***

Early Childhood Education Certificate.

Training and Experience

Two (2) years recent related experience.

Or an equivalent combination of education, training and experience

COMMUNITY SOCIAL SERVICES JOB EVALUATION PLAN

RATING RATIONALE

BENCHMARK TITLE: Child Care Resource and Referral Worker

FACTOR	REASON FOR CLASSIFICATION	DEGREE	POINTS
1	Education and Knowledge – Requires completion of a program in ECE	3	56
2	Training and Experience – Requires up to 2 years recent related experience	4	100
3	Physical Demands – Work often involves very light physical exertion in performing tasks such as keyboarding and writing	2	14
4	Concentration – Sometimes listens to clients to interpret	5	42
5	Independence – Guided by ECE regulations and program guidelines, applies accepted work methods in a different way to provide consultative services to parents and family based child care providers to assist in start up, operation, licensing, safety standards and programming	5	71
6	Judgement – Assess child care providers’ information requirements in providing consultative services regarding start up, operation, licensing, safety standards and programming based on a combination of accepted procedures, practices and terminology	4	57
7	Leadership/Supervision – Provides training and information to child care providers	2	40
8	Accountability – Work has direct impact on service; advice can affect operations of child care providers; can cause delay or interruption of plans of providers	5	71
9	Communication – Facilitates participation of parents and child care providers involving communicating child care standards	4	57
10	Care of Individuals – Work involves assessing parents and child care providers needs to provide consultative services	4	40
11	Environment/Working Conditions – Often keyboards involving repetitive motion	4	33
Total Points			581

Benchmark Title

COMMUNITY SUPPORT WORKER

Job Summary

Assists clients living semi independently with their physical, economic, vocational, recreational, social, emotional and daily life skills development. Assists clients to achieve the greatest degree of independence and quality of life possible.

Key Duties and Responsibilities

1. Participates in assessment, goal setting and program planning such as Personal Service Plans for individuals living semi independently. Documents and implements the plan. Provides input into the evaluation of the program.
2. Evaluates client needs and develops short term plans to meet such needs with the active participation of clients and their families.
3. Assists clients to function more independently in their own homes and in the community. Assists clients with daily life skills, social skills and/or behaviour management. Teaches and assists clients with activities such as grooming, basic cooking, money management, shopping, household safety, pet care. Facilitates physical, recreational, educational, social and vocational activities.
4. Recognizes, analyzes and deals with potential emergency situations such as clients' aggressive behaviour to minimize potential harm to the clients and/or the public. Reports problems to the supervisor.
5. Administers medication to clients in accordance with established policy.
6. Ensures health and safety standards are maintained.
7. Reviews and evaluates clients' progress and makes adjustments to programs as required. Provides feedback and support to clients and/or their families.
8. Accompanies and/or transports clients to activities such as appointments, shopping or leisure activities.
9. Provides written and/or verbal reports regarding clients' daily activities and progress. Ensures that all required documentation is complete and accurate.
10. Identifies social, economic, recreational, physical, vocational and educational services in the community that will meet clients' needs. Maintains liaison with other agencies, professionals, government officials and the community.
11. Performs other related duties as required.

Qualifications

Education and Knowledge

Diploma in a related human / social service field.

Training and Experience

One (1) year recent related experience.

Or an equivalent combination of education, training and experience.

COMMUNITY SOCIAL SERVICES JOB EVALUATION PLAN RATING RATIONALE

BENCHMARK TITLE: **Community Support Worker**

FACTOR	REASON FOR CLASSIFICATION	DEGREE	POINTS
1	Education and Knowledge – Requires completion of a diploma in Human Services such as Human Service Worker or Social Service Worker	4	75
2	Training and Experience – Requires 1 year recent related experience	3	75
3	Physical Demands – Occasionally required to lift and carry clients in awkward positions	5	35
4	Concentration – Observes clients almost continuously involving a moderate level of vigilance and attentiveness	5	42
5	Independence – Guided by general procedures, select from alternative courses of action to develop short term plans to assist clients living semi-independently	4	57
6	Judgement – Assesses client needs and chooses an approach using accepted methods to assist clients with economic, vocational, recreational, social, emotional, and daily life skill development	4	57
7	Leadership/Supervision – Little or no responsibility	1	20
8	Accountability – direct impact on service provided to clients to meet their daily living needs	3	43
9	Communication – Facilitates client's participation in daily living skills development and planning	4	57
10	Care of Individuals – Implements care plans such as PCPs to assist clients to achieve the greatest degree of independence possible	4	40
11	Environment/Working Conditions – Sometimes exposed to moderately undesirable working conditions in the form of clients who are uncooperative or have aggressive behaviour and assisting with activities of daily living	5	42
Total Points			543

Benchmark Title**EARLY CHILDHOOD EDUCATOR****Job Summary**

Provides support and direct care to children under 6, including special needs children or infants/toddlers, to stimulate and develop their intellectual, physical and emotional growth.

Key Duties and Responsibilities

1. Plans, carries out and evaluates developmentally appropriate activities and experiences for children using modelling, observing, questioning, demonstrating and reinforcing techniques. Develops daily program schedules that include indoor/outdoor, active/quiet and individual and group activities.
2. Identifies the abilities, interests and needs of children and develops individualized and group curriculum based on these. Recommends referrals or additional services or work in consultation with professionals such as behavioural therapists, occupational therapists and speech language pathologists.
3. Reports on progress, behaviours and other issues related to children. Contributes to reports for children moving on to elementary school. Maintains required records and statistics.
4. Participates in preschool planning and evaluation of programs offered by the organization. Provides recommendations for change to the supervisor.
5. Provides work direction to early childhood educator assistants as required.
6. Attends to the children's physical needs that may include diapering, toileting, eating and sleeping.
7. Administers first aid and medication in accordance with established policy.
8. Ensures a healthy and safe environment in which the children can interact. Identifies and removes potential hazards.
9. Communicates with families about children's growth and development. Requests input from and participation of parents in the development of programs. Confers with parents with regard to unusual or problematic issues.
10. Performs other related duties as required.

Qualifications***Education and Knowledge***

Early Childhood Education Certificate, plus Special Needs or Infant Toddler / Under Three Certificate.

Training and Experience

One (1) year recent related experience.

Or an equivalent combination of education, training and experience.

COMMUNITY SOCIAL SERVICES JOB EVALUATION PLAN RATING RATIONALE

BENCHMARK TITLE: Early Childhood Educator

FACTOR	REASON FOR CLASSIFICATION	DEGREE	POINTS
1	Education and Knowledge – Requires completion of a program in Early Childhood Education	3	56
2	Training and Experience – Requires up to 1 year recent related experience	3	75
3	Physical Demands – Often lifts and carries moderate weight children	5	35
4	Concentration – Monitors and observes children almost continuously involving a moderate level of vigilance and attentiveness	5	42
5	Independence – Guided by general instructions, selects alternative courses of action to develop individualized and group curriculum	4	57
6	Judgement – Assesses children’s behaviour and developmental requirements and chooses an approach using accepted methods and techniques to develop curriculum and evaluate activities	4	57
7	Leadership/Supervision – Provides work direction to Early Childhood Educator Assistants	3	60
8	Accountability – Work has direct impact on the service and limited safety impact	3	43
9	Communication – Facilitates participation of children in activities; communicates with families to facilitate child’s development	4	57
10	Care of Individuals – Work includes providing hygiene care to children, assessing needs of children and provides daily programs	4	40
11	Environment/Working Conditions – Sometimes exposed to highly undesirable working conditions in the form of contact with bodily fluids and waste and requires specific safety precautions to prevent health problems or injury	5	42
Total Points			564

Benchmark Title**EARLY CHILDHOOD EDUCATOR ASSISTANT****Job Summary**

Under close supervision, assists senior staff to provide support and direct care to children under six, including special needs children or infants/toddlers to stimulate and develop their intellectual, physical and emotional growth.

Key Duties and Responsibilities

1. Assists senior staff in monitoring children in indoor and outdoor activities and during rest periods.
2. Assists in planning, preparing and carrying out developmentally appropriate programs and activities.
3. Under close supervision, conducts activities with children on an individual and group basis to promote the development of physical, cognitive, emotional and social skills.
4. Attends to children's physical needs, which may include diapering, toileting, eating and sleeping.
5. Maintains records, reports problems or concerns to senior staff.
6. Keeps program facilities and equipment safe and clean, reporting any repairs and concerns to senior staff.
7. Performs other related duties as required.

Qualifications*Education and Knowledge*

Grade 12, plus enrolment in Early Childhood Education Certificate program or completing work experience required for licensing.

Training and Experience

Nil.

Or an equivalent combination of education, training and experience.

COMMUNITY SOCIAL SERVICES JOB EVALUATION PLAN

RATING RATIONALE

BENCHMARK TITLE: Early Childhood Educator Assistant

FACTOR	REASON FOR CLASSIFICATION	DEGREE	POINTS
1	Education and Knowledge – Requires completion of grade 12 and enrolment in an ECE course	2	38
2	Training and Experience – Requires under 1 month of recent related experience	1	25
3	Physical Demands – Often lifts and carries moderate weight children	5	35
4	Concentration – Monitors and observes children almost continuously involving a moderate level of vigilance and attentiveness	5	42
5	Independence – Under close supervision, performs assigned functions and responds to immediate needs of children	2	29
6	Judgement – Selects a known action to monitor and conduct children's activities	2	29
7	Leadership/Supervision – Little or no responsibility	1	20
8	Accountability – Impact is easily discernible and work methods are closely monitored	2	29
9	Communication – Responds to requests of children by clarifying factual information	2	29
10	Care of Individuals – Work involves monitoring children, feeding, diapering and toileting	4	40
11	Environment/Working Conditions – Sometimes exposed to highly undesirable working conditions in the form of contact with bodily fluids and waste; requires specific safety precautions to prevent health problems or injury	5	42
Total Points			358

Benchmark Title**EARLY CHILDHOOD EDUCATOR, SENIOR****Job Summary**

Provides leadership and guidance for staff, volunteers and students in planning and implementing developmentally appropriate activities for children under six, including special needs children or infants/toddlers, to stimulate their intellectual, physical and emotional growth.

Key Duties and Responsibilities

1. Plans, assigns, supervises and evaluates the work of staff. Trains and evaluates volunteers and students.
2. Welcomes new children and their families to the program. Explains and interprets the philosophy, goals and objectives of the program to families and answers questions. Ensures enrolment information is in order including medical and emergency information, dietary instructions and parental consent forms in compliance with statutory requirements such as licensing.
3. Schedules and conducts staff meetings to discuss, plan and assess the program's goals and objectives and the organization's policies and procedures; attends family conferences as required.
4. Purchases snack and program supplies from petty cash fund, recording and submitting receipts; maintains and orders supplies within a prescribed budget.
5. Assists the supervisor to maintain proper financial record keeping and accounting for program funds and fees.
6. Plans, carries out and evaluates developmentally appropriate activities and experiences for children using modelling, observing, questioning, demonstrating and reinforcing techniques. Develops daily program schedules that include indoor/outdoor, active/quiet and individual and group activities.
7. Identifies the abilities, interests and needs of children and develops individualized and group curriculum based on these. Recommends referrals or additional services for children with professionals such as behavioural therapists, occupational therapists and speech language pathologists.
8. Reports on progress, behaviours and other issues. Contributes to reports for special needs children moving on to elementary school. Maintains required records and statistics.
9. Participates in planning and evaluation of programs offered by the organisation. Provides recommendations for change to the supervisor.
10. Attends to the children's physical needs that may include diapering, toileting, eating and sleeping.
11. Administers first aid and medication in accordance with established policy.
12. Ensures a healthy and safe environment in which the children can interact. Identifies and removes potential hazards.
13. Communicates with families about children's growth and development. Requests input from and participation of parents in the development of programs. Confers with parents with regard to unusual or problematic issues.
14. Performs other related duties as required.

Qualifications***Education and Knowledge***

Early Childhood Education Certificate, plus Special Needs or Infant Toddler / Under Three Certificate.

Training and Experience

Two (2) years recent related experience.

Or an equivalent combination of education, training and experience.

Benchmark Title

FAMILY SUPPORT WORKER

Job Summary

Gathers information on and assesses family functioning problems. Develops and implements intervention plans within program guidelines. Provides referrals, support, guidance and problem solving to clients to address issues related to family functioning. Provides parenting skill building, emotional support and feedback to clients.

Key Duties and Responsibilities

1. Gathers information relevant to the client's problems, needs and risks by interviewing, observing behaviour, meeting with caregivers and service providers and using a variety of inventories, checklists and questionnaires. Assesses the information gathered to identify client problems, needs and risks. Develops and implements an intervention plan within program guidelines.
2. Provides support, guidance and problem-solving to clients to address issues related to family functioning in an individual or group setting using techniques such as active listening, conflict resolution, basic group counselling techniques and psycho-educational group methods to resolve the identified problems, needs and risks.
3. Participates in the development, modification and evaluation of client service plans with the integrated case management team. Participates in integrated case management meetings on a regular basis to report clients' activities and progress.
4. Outlines services provided by the program and/or organization. Provides information on and referral to other community service providers, resources and professionals as required.
5. Provides parenting skill building to clients on issues such as parent-child interaction, child development, discipline and guidance, and behaviour management.
6. Provides emotional support and feedback to clients.
7. Plans and conducts group educational sessions on topics related to family functioning.
8. Liaises with and/or promotes the interests of clients with other community service providers, professionals and school personnel as required. Accompanies clients to meetings and appointments as required.
9. Maintains related records and statistics and provides reports to the supervisor.
10. Performs other related duties as required.

Qualifications

Education and Knowledge

Bachelor's degree in a related human / social service field.

Training and Experience

One (1) year recent related experience.

Or an equivalent combination of education, training and experience.

COMMUNITY SOCIAL SERVICES JOB EVALUATION PLAN RATING RATIONALE

BENCHMARK TITLE: **Family Support Worker**

FACTOR	REASON FOR CLASSIFICATION	DEGREE	POINTS
1	Education and Knowledge – Requires a bachelor’s degree in Social Work, Psychology or a related field	6	113
2	Training and Experience – Requires 1 year recent related experience	3	75
3	Physical Demands – Work often involves very light physical exertion in performing tasks such as keyboarding and writing reports	2	14
4	Concentration – Often listens to clients to interpret client behaviour, define problems and provide appropriate support, guidance and problem solving	6	50
5	Independence – Guided by social work or psychology standards, applies accepted work methods in different ways to provide support, guidance and problem solving to clients with family functioning issues	5	71
6	Judgement – Applies analysis and interpretation of clients needs, problems, and risks and chooses an approach using conflict resolution, basic group counselling and psycho-educational group methods and techniques to address issues of family functioning	5	71
7	Leadership/Supervision – Little or no responsibility	1	20
8	Accountability – Work is evaluated for compliance to social work standards and has direct impact on family functioning; errors may result in substantial loss of time in terms of delay in progress of family functioning	5	71
9	Communication – Uses influence or persuasion techniques to provide counselling to clients who may not cooperate	5	71
10	Care of Individuals – Identifies clients needs, problems and risks; provides emotional support and feedback to clients	4	43
11	Environment/Working Conditions – Sometimes exposed to moderately undesirable working conditions in the form of unpleasant dealings with clients who are uncooperative or have behavioural problems	4	33
Total Points			629

Benchmark Title**GROUP FACILITATOR****Job Summary**

Recruits and selects participants. Promotes and delivers established programs by planning and conducting group sessions.

Key Duties and Responsibilities

1. Conducts group sessions such as workshops and courses to support skill acquisition and build on current skills in the areas of basic communication, anger management, stress management, parenting, self esteem and other related topics.
2. Recruits and selects participants for the program based on their skills and needs.
3. Plans group sessions in accordance with the program manual or guidelines and the participants' skills and needs. Prepares for group sessions by reviewing program manuals and other related materials.
4. Promotes the program by performing duties such as distributing brochures and posters to the community and making presentations to community organizations.
5. Ensures that the necessary facilities, equipment and materials are available for the sessions.
6. Conducts evaluation and obtains client feedback on group effectiveness, material presented and facilitation style. Reports any difficulties to the supervisor.
7. Maintains contact with clients between sessions to provide follow up support if necessary such as reviewing course materials and clients' needs.
8. Maintains related records and reports in accordance with established policies and procedures.
9. Maintains up-to-date knowledge of community resources to provide program-related information to clients.
10. Performs other related duties as required.

Qualifications***Education and Knowledge***

Certificate in a related human / social service field.

Training and Experience

One (1) year recent related experience.

Or an equivalent combination of education, training and experience.

COMMUNITY SOCIAL SERVICES JOB EVALUATION PLAN RATING RATIONALE

BENCHMARK TITLE: Group Facilitator

FACTOR	REASON FOR CLASSIFICATION	DEGREE	POINTS
1	Education and Knowledge – Requires a certificate in a related human/social service field	3	56
2	Training and Experience – Requires 1 year recent related experience	3	75
3	Physical Demands – Work often involves very light physical exertion such as writing, keyboarding and standing	2	14
4	Concentration – Often listens to participants to respond to inquiries	4	33
5	Independence – Guided by general procedures or instructions, selects from alternative courses of action to plan and conduct group sessions in basic communication, anger management, stress management and other related topics	4	57
6	Judgement – Assesses client skills and needs and chooses an approach in accordance with program manuals to plan and conduct group sessions	4	57
7	Leadership/Supervision – Little or no responsibility	1	20
8	Accountability – Work has direct impact on the delivery of group sessions, and is evaluated for compliance with the program manual and overall appropriateness – limited impact outside the agency	4	57
9	Communication – Facilitates participation in groups dealing with basic communication, anger management, stress management, parenting, self esteem, and other related topics	4	57
10	Care of Individuals – Conducts group training programs	3	30
11	Environment/Working Conditions – Sometimes exposed to moderately undesirable working conditions in the form of unpleasant dealings with group participants who are uncooperative	4	33
Total Points			489

Benchmark Title**RECONNECT WORKER****Job Summary**

Identifies and provides intervention and transitional support services to street youth and youth at risk to reconnect them to their family, community and society.

Key Duties and Responsibilities

1. Initiates contact with street youth and identify at risk and high-risk youth. Meets with clients and assesses their suitability for services offered by the program. Makes referrals to other programs, agencies and/or community resources.
2. Assists clients to adapt to and maintain a life off the streets by providing guidance and emotional support. Monitors their well being and provides feedback and support to families of clients.
3. Recognises and analyses potential emergency situations and develops strategies to deal with them. Manages client's aggressive behaviours to minimise harm to client, the public or the worker.
4. Assists clients in obtaining access to resources and treatments. Assists clients to obtain temporary or permanent housing either directly or in co-ordination with other community services. Provides information that helps clients to make better-informed choices.
5. Advocates for youth and assists them in self-advocacy.
6. Reviews clients' progress and makes reports regarding their daily activities and progress.
7. Liaises with other agencies, professionals, ministry staff and the community.
8. Performs other related duties as required.

Qualifications***Education and Knowledge***

Diploma in a related human / social service field.

Training and Experience

One (1) year recent related experience.

Or an equivalent combination of education, training and experience.

COMMUNITY SOCIAL SERVICES JOB EVALUATION PLAN RATING RATIONALE

BENCHMARK TITLE: Reconnect Worker

FACTOR	REASON FOR CLASSIFICATION	DEGREE	POINTS
1	Education and Knowledge – Requires a diploma in a related human / social services field	4	75
2	Training and Experience – Requires 1 year recent related experience	3	75
3	Physical Demands – Sometimes involves moderate physical exertion in the form of constant periods of walking to make contact with clients who live in the streets	4	28
4	Concentration – Sometimes listens to clients to interpret client behaviour, define problems and provide support	5	42
5	Independence – Guided by general policies, applies accepted work methods in different ways to develop strategies to deal with emergency situations	5	71
6	Judgement – Assesses situations to develop strategies to deal with emergencies; assesses clients' suitability for services and chooses an approach to provide intervention and transitional support	4	57
7	Leadership/Supervision – Little or no responsibility	1	20
8	Accountability – Work has direct impact on service provided; errors result in work flow disruption within the program and loss of one's time to correct	3	43
9	Communication – Secures the cooperation of street youth requiring influencing or persuasion techniques	5	71
10	Care of Individuals – Work involves assessing the suitability of street youth and youth at risk for program services; to reconnect them to their family, community and society	4	40
11	Environment/Working Conditions – Often exposed to moderately undesirable working conditions in the form of dealings with clients who are uncooperative or otherwise have behavioural problems; often works outside in all weather conditions	5	42
Total Points			564

Benchmark Title**RESIDENCE WORKER****Job Summary**

Assists clients to live successfully in residential settings such as group homes. Ensures that clients' physical, emotional social, educational, medical needs are met. Assists clients to enhance quality of life with activities of daily living and the development of life skills.

Key Duties and Responsibilities

1. Participates in the assessment, goal setting and program planning (Personal Service Plan) for individuals living in a residence. Documents, implements and provides input into the evaluation of the program.
2. Provides life skills training such as meal preparation, housekeeping, personal care skills and personal finance and implements personal service plans.
3. Assists clients with activities of daily living such as feeding, lifts, transfers, hygiene, grooming and toileting. This may include transfer of function duties such as gastrostomy feeding, tracheostomy management, and suction and bowel management.
4. Participates in various client-focused activities in accordance with care plans.
5. Recognizes, analyzes and deals with potential emergency situations such as clients' aggressive behaviour to ensure no harm comes to the client and/or the public. Reports problems to the supervisor.
6. Administers medication to clients in accordance with established policy.
7. Assists with case management by identifying potential problems and reporting any difficulties. Provides input to counsellor, professional, with regard to the development of appropriate program plans to achieve residents' objectives. Contributes to the evaluation of residents' progress and prepares reports.
8. Provides emotional support and feedback to residents and their families.
9. Transports and assists residents to appointments, shopping or leisure activities.
10. Performs residence maintenance and housekeeping duties such as laundry, sweeping, mopping floors, mowing lawns, inventory, shopping, cleaning equipment and food services.
11. Maintains reports such as statistics, logbooks, daily activities on residents.
12. Identifies social, economic, recreational and educational services in the community that will meet clients' needs. Maintains liaison with other agencies, professionals, government officials and the community.
13. Performs other related duties as required.

Qualifications***Education and Knowledge***

Certificate in a related human / social service field.

Training and Experience

One (1) year recent related experience.

Or an equivalent combination of education, training and experience.

COMMUNITY SOCIAL SERVICES JOB EVALUATION PLAN

RATING RATIONALE

BENCHMARK TITLE: Residence Worker

FACTOR	REASON FOR CLASSIFICATION	DEGREE	POINTS
1	Education and Knowledge – Requires a certificate in a related human /social service field	3	56
2	Training and Experience – Requires 1 year recent related experience	3	75
3	Physical Demands – Often pushes, pulls, lifts or carries clients in awkward positions	7	50
4	Concentration – Monitors clients almost continuously to ensure that clients' safety needs are met	5	42
5	Independence – Guided by specific procedures and instructions; selects courses of action to provide personal hygiene care, life skills training and assistance with activities of daily living to residents	3	43
6	Judgement – Assesses clients' practical needs and chooses an approach using accepted procedures and techniques to assist residents in activities of daily living and provide life skills training	4	57
7	Leadership/Supervision – Little or no responsibility	1	20
8	Accountability – Work is reviewed for adherence to instructions and has direct impact on service provided; errors may result in limited waste of resources and have limited safety impacts	3	43
9	Communication – Facilitates clients' participation in activities of daily living; clients are normally cooperative	4	57
10	Care of Individuals – Work involves caring for clients including feeding and hygiene and providing emotional support	4	40
11	Environment/Working Conditions – Often exposed to highly undesirable working conditions in the form of bodily fluids and/or waste	6	50
Total Points			533

Benchmark Title

RESIDENCE WORKER, SENIOR

Job Summary

Assists the supervisor in providing orientation, training, work direction and guidance to residence workers. Assists clients to live successfully in residential settings such as group homes. Ensures that clients' physical, emotional, social, educational, medical needs are met. Assists clients to enhance quality of life with activities of daily living and the development of life skills.

Key Duties and Responsibilities

1. Assists the supervisor in providing orientation, training, work direction and guidance to residence workers by performing duties such as clarifying program policies, reviewing work, and scheduling residence workers. Provides input to residence workers' performance evaluations.
2. May oversee the operation of the residence in the absence of the supervisor or as directed.
3. Participates in the assessment, goal setting and program planning (Personal Service Plan) for individuals living in a residence. Documents, implements and provides input into the evaluation of the program.
4. Provides life skills training such as meal preparation, housekeeping, personal care skills and personal finance and implements personal service plans.
5. Assists clients with activities of daily living such as feeding, lifts, transfers, hygiene, grooming and toileting.
6. Participates in various client-focused activities in accordance with care plans.
7. Recognizes, analyzes and deals with potential emergency situations such as clients' aggressive behaviour to ensure no harm comes to the client and/or the public. Reports problems to the supervisor.
8. Administers medication to clients in accordance with established policy.
9. Assists with case management by identifying potential problems and reporting any difficulties. Provides input to counsellor, professional with regard to the development of appropriate program plans to achieve residents' objectives. Contributes to the evaluation of residents' progress and prepares reports.
10. Provides emotional support and feedback to residents and their families.
11. Transports and assists residents to appointments, shopping or leisure activities.
12. Performs residence maintenance and housekeeping duties such as laundry, sweeping, mopping floors, mowing lawns, inventory, shopping, cleaning equipment and food services.
13. Maintains reports such as statistics, logbooks, daily activities on residents.
14. Identifies social economic, recreational and educational services in the community that will meet clients' needs. Maintains liaison with other agencies, professionals, government officials and the community.
15. Performs other related duties as required.

Qualifications

Education and Knowledge

Certificate in a related human / social service field.

Training and Experience

Two (2) years recent related experience.

Or an equivalent combination of education, training and experience.

Benchmark Title**RESIDENTIAL CHILD AND YOUTH WORKER****Job Summary**

Provide care to children / youth with moderate to severe behavioural problems in a residential setting.

Key Duties and Responsibilities

1. Participates in the assessment, goal setting and progress evaluation of children / youth.
2. Teaches children / youth to relate in a socially appropriate manner through the use of daily routines and activities.
3. Monitors clients in a residential setting and ensures their safety and well-being.
4. Provides behaviour management counselling to clients on a one-to-one and/or group basis by performing duties such as providing feedback on clients' behaviour, teaching coping techniques and adaptive behaviour and providing guidance and support.
5. Provides emotional support and crisis intervention to clients which may include non-violent physical interventions.
6. Ensures communication and liaison between group home, school, family and the community.
7. Ensures that clients' physical needs are met by performing duties such as assisting with basic personal hygiene, preparing meals, and administering medication as required in accordance with established guidelines, procedures and instructions.
8. Maintains reports such as statistics, logbooks, daily activities on residents.
9. Carries out household duties such as meal preparation and household cleaning.
10. Administers medication to clients in accordance with established policy.
11. Accompanies clients to appointments and community outings.
12. Performs other related duties as required.

Qualifications***Education and Knowledge***

Diploma in a related human / social service field.

Training and Experience

Two (2) years recent related experience.

Or an equivalent combination of education, training and experience.

COMMUNITY SOCIAL SERVICES JOB EVALUATION PLAN RATING RATIONALE

BENCHMARK TITLE: Residential Child and Youth Worker

FACTOR	REASON FOR CLASSIFICATION	DEGREE	POINTS
1	Education and Knowledge – Requires a diploma in a related human/social service field	4	75
2	Training and Experience – Requires 2 years recent related experience	4	100
3	Physical Demands – Sometimes requires moderate physical exertion in restraining clients	4	28
4	Concentration – Often listens to clients to interpret client behaviour, define problems and provide support	6	50
5	Independence – Guided by social work standards, applies accepted work methods in a different way to provide programs for high risk youth	4	57
6	Judgement – Applies analysis and interpretation of residential clients' behavioural and/or emotional problems and chooses an approach using accepted counselling methods to provide behaviour management counselling, emotional support, crisis intervention and skill building to clients	5	71
7	Leadership/Supervision – Little or no responsibility	1	20
8	Accountability – Work is reviewed for adherence to instructions and has direct impact on service provided; errors may result in limited waste of resources and have limited safety impacts	3	43
9	Communication – Uses influence or persuasion techniques to provide behaviour management counselling to clients who may not cooperate	5	71
10	Care of Individuals – Assesses clients with behavioural and emotional problems and provides , emotional support, crisis intervention and skill building to clients	4	40
11	Environment/Working Conditions – Almost always exposed to moderately undesirable working conditions in the form of dealings with clients who are uncooperative or have behavioural problems	6	50
Total Points			605

Benchmark Title**SCHOOL AGED CHILD WORKER****Job Summary**

Delivers child care programming to school aged children, including children with special needs. Develops and implements developmentally appropriate educational and recreational activities for children in before and after school programs including school holidays.

Key Duties and Responsibilities

1. Plans, carries out and evaluates age-specific activities for children in the centre or in the community. Develops daily schedules that include indoor/outdoor, active/quiet and individual/group activities. Monitors children's conduct and ensures their safety.
2. Develops individualized and group programs depending on children's needs. Recommends referrals or additional services for children with professionals such as behavioural therapists, occupational therapists and speech language pathologists.
3. Provides behavioural intervention and support for children to assist in the development of their physical, cognitive, emotional and social skills.
4. Reports on progress, behaviours of children and other outstanding issues. Maintains required records and statistics.
5. Participates in short and long term planning and evaluation of school aged child care programs offered by the organization. Provides recommendations for change to the supervisor.
6. Attends to children's special and physical needs such as toileting, eating and transferring.
7. Ensures a healthy and safe environment in which the children can interact. Observes and removes potential hazards.
8. Administers first aid and medication as required.
9. Communicates with families about children's growth and development. Requests input from and participation of parents in the development of programs. Confers with parents with regard to unusual or problematic issues.
10. Performs other related duties as required.

Qualifications***Education and Knowledge***

Grade 12, plus post secondary training in child care or a related field of up to one (1) year.

Training and Experience

Six (6) months recent related experience.

Or an equivalent combination of education, training and experience.

COMMUNITY SOCIAL SERVICES JOB EVALUATION PLAN RATING RATIONALE

BENCHMARK TITLE: School Aged Child Worker

FACTOR	REASON FOR CLASSIFICATION	DEGREE	POINTS
1	Education and Knowledge – Requires Grade 12 plus post secondary courses in child care or a related field of up to one year	3	56
2	Training and Experience – Requires 6 months recent related experience	2	50
3	Physical Demands – Often lifts and carries moderate weight children	5	35
4	Concentration – Monitors and observes children almost continuously involving a moderate level of vigilance and attentiveness	5	42
5	Independence – Guided by general instructions , selects amongst alternative courses of action to develop individualized and group programs	4	57
6	Judgement – Assesses children’s behaviour and developmental requirements and chooses an approach using accepted methods and techniques to develop programs and evaluate activities for children in before and after school programs	4	57
7	Leadership/Supervision – Little or no responsibility	1	20
8	Accountability – Work has direct impact on the service and limited safety impact	3	43
9	Communication – Facilitates participation of children in activities; facilitates joint effort of parents in development of children’s programs	4	57
10	Care of Individuals – Work includes providing hygiene care to children, assessing needs of children and providing daily programs	4	40
11	Environment/Working Conditions – Sometimes exposed to highly undesirable working conditions in the form of contact with bodily fluids and/or waste	5	42
Total Points			499

Benchmark Title**SCHOOL BASED PREVENTION WORKER****Job Summary**

Develops, implements and evaluates health promotion and substance misuse prevention activities for youth. Educates youth, parents and school personnel on issues related to substance misuse.

Key Duties and Responsibilities

1. In consultation with school personnel and community organizations, develops, implements and evaluates health promotion and substance misuse prevention activities such as information sessions, classroom presentations, group discussions and educational opportunities for youth.
2. Supports teachers in class presentations by providing information, educational resources and promotional materials.
3. Provides information to youth and parents on community resources and recommends appropriate services as required.
4. Educates school personnel on health promotion and substance misuse prevention by participating in meetings, conducting in-service education sessions, and providing educational resources and promotional materials.
5. Assists in the planning of and participates in substance misuse awareness initiatives such as Drug Awareness Week and Counter Attack Clubs.
6. Provides recommendation on and participates in the development of school health policies and initiatives.
7. Maintains related records and provides reports to the supervisor as required.
8. Performs other related duties as required.

Qualifications***Education and Knowledge***

Diploma in a related human / social service field.

Training and Experience

One (1) year recent related experience.

Or an equivalent combination of education, training and experience.

COMMUNITY SOCIAL SERVICES JOB EVALUATION PLAN

RATING RATIONALE

BENCHMARK TITLE: School Based Prevention Worker

FACTOR	REASON FOR CLASSIFICATION	DEGREE	POINTS
1	Education and Knowledge – Requires a diploma in a related human / social service field	4	75
2	Training and Experience – Requires 1 year recent related experience	3	75
3	Physical Demands – Often involves very light physical exertion in writing reports; freedom of movement exists	2	14
4	Concentration – Often listens to students to respond to inquiries	4	33
5	Independence – Guided by social work standards and program guidelines, plans, implements, modifies and evaluates educational and support activities in schools	6	86
6	Judgement – Applies analysis and interpretation of substance abuse / misuse issues and chooses an approach using accepted prevention methods to develop a variety of education and support activities and peer helping programs	5	71
7	Leadership/Supervision – Little or no responsibility	1	20
8	Accountability – Work performed and decisions made have direct impact on the service provided and beyond the agency (e.g., the school and students); evaluated for appropriateness and conformity to program policies	5	71
9	Communication – Uses persuasion and influence techniques to educate teachers/youth/parents on health promotion and substance abuse	5	71
10	Care of Individuals – Develop and implement health promotion and substance misuse prevention activities	3	30
11	Environment/Working Conditions – Sometimes exposed to moderately undesirable working conditions in the form of unpleasant dealings with clients who are uncooperative or otherwise have behavioural problems	4	33
Total Points			579

Benchmark Title**SETTLEMENT & INTEGRATION WORKER****Job Summary**

Provides settlement and integration services to immigrants and refugees.

Key Duties and Responsibilities

1. Provides orientation services and needs assessment to clients. Provides information about and referrals to community resources.
2. Provides guidance and support to clients experiencing difficulties with settlement and integration to assist them in problem-solving and accessing appropriate services and resources.
3. Provides translation and interpretation services to clients to facilitate their access to community services by providing verbal translation and interpretation and written translation of forms such as MSP enrolment, Social Insurance Number application, and Child Tax Benefits application.
4. Plans and/or conducts group information sessions on topics related to settlement.
5. Maintain records, statistics and all required documentation. Provides reports on clients as required.
6. Maintains liaison with other agencies, professionals and the community.
7. Accompanies clients to appointments such as community services and government.
8. Performs other related duties as required.

Qualifications***Education and Knowledge***

Diploma in a related human / social service field.
Proficiency in a second language.

Training and Experience

One year recent related experience.

Or an equivalent combination of education, training and experience, plus proficiency in a second language.

COMMUNITY SOCIAL SERVICES JOB EVALUATION PLAN RATING RATIONALE

BENCHMARK TITLE: Settlement and Integration Worker

FACTOR	REASON FOR CLASSIFICATION	DEGREE	POINTS
1	Education and Knowledge – Requires a diploma in a related human / social service field plus proficiency in a second language	5	94
2	Training and Experience – Requires 1 year recent related experience	3	75
3	Physical Demands – Often involves very light physical exertion in writing and maintaining records; freedom of movement exists	2	14
4	Concentration – Often listens to clients to respond to inquiries	4	33
5	Independence – Guided by general procedures or instructions, selects amongst alternate courses of action to provide orientation services, guidance and problem solving to clients	4	57
6	Judgement – Assesses clients' settlement needs and chooses an approach using accepted work methods to provide orientation services, guidance and problem solving to clients	4	57
7	Leadership/Supervision – Little or no responsibility	1	20
8	Accountability – Work has direct impact on the final service provided with limited impact outside the agency; Work is evaluated for overall appropriateness	4	57
9	Communication – Involves influence or persuasion techniques to assist clients who are typically experiencing difficulties with settlement and integration; provides translation and interpretation service to clients	5	71
10	Care of Individuals – Work involves settlement needs assessment and providing orientation services, guidance and support to assist settlement of clients	4	40
11	Environment/Working Conditions – Once in a while exposed to moderately undesirable working conditions in the form of unpleasant dealings with clients who are upset, demanding or unpredictable	3	25
Total Points			543

Benchmark Title**SPECIAL SERVICES WORKER****Job Summary**

Provides a variety of support services such as conflict resolution, counselling, crisis intervention, supervision and transportation to children, adults or families who have been referred by the Ministry of Children and Family Development where a child has been found to be at risk. Performs these duties primarily on an outreach basis.

Key Duties and Responsibilities

1. Interviews clients to prepare histories and background information. Assists in the identification of social, emotional and behavioural problems by reporting observations to the integrated case management team.
2. Plans, organizes and implements short term, developmental and issue specific interventions and activities to meet clients' needs.
3. Provides support services directly to the child and/or family such as conflict resolution, short term crisis intervention, and parenting skill building. Plans, prepares and conducts anger and behaviour management counselling to clients on an one-on-one and/or group basis by performing duties such as providing feedback on clients' behaviour, teaching coping techniques and adaptive behaviour, and providing guidance and support.
4. Identifies and participates in social and recreational activities in the community that meet clients' needs. Provides life skill, social and interpersonal skill-building and models appropriate behaviour through these activities.
5. Provides input to the integrated case management team for the development of client service plans. Participates in discharge planning with the integrated case management team.
6. Provides reports on activities and the child's involvement and growth to a Ministry Social Worker and the integrated case management team.
7. Accompanies and/or transports clients to and from appointments and activities.
8. Maintains reports, records and statistics such as intake, progress and discharge.
9. Performs other related duties as required.

Qualifications***Education and Knowledge***

Diploma in a related human / social service field.

Training and Experience

One (1) year recent related experience.

Or an equivalent combination of education, training and experience.

COMMUNITY SOCIAL SERVICES JOB EVALUATION PLAN RATING RATIONALE

BENCHMARK TITLE: Special Services Worker

FACTOR	REASON FOR CLASSIFICATION	DEGREE	POINTS
1	Education and Knowledge – Requires a diploma in a related human / social service field	4	75
2	Training and Experience – Requires 1 year recent related experience	3	75
3	Physical Demands – Work sometimes involves light physical exertion in participating in recreational activities with clients	3	21
4	Concentration – Often listens to patients to interpret client behaviour, define problems and respond with appropriate support, guidance and problem solving	6	50
5	Independence – Guided by social work standards, applies accepted methods in different ways to plan and implement short term issue specific interventions and activities	5	71
6	Judgement – Applies analysis and interpretation of client problems and chooses an approach using accepted social work methods to develop short term intervention plans and provide behaviour management counselling to clients	5	71
7	Leadership/Supervision – Little or no responsibility	1	20
8	Accountability – Work has direct impact on the service provided with limited impact outside the agency; work is evaluated for compliance to social service standards	4	57
9	Communication – Uses influence or persuasion techniques to provide anger and behaviour management services to clients who may or may not cooperate	5	71
10	Care of Individuals – Identifies client needs and problems; provides emotional support and life skill, social and interpersonal skill-building to clients	4	40
11	Environment/Working Conditions – Sometimes exposed to moderately undesirable working conditions in the form of unpleasant dealings with clients who are uncooperative or have behavioural problems	4	33
Total Points			584

Benchmark Title**TRANSITION HOUSE WORKER****Job Summary**

Provides support, security, advocacy, information, education, crisis intervention and referrals to residents and crisis line callers.

Key Duties and Responsibilities

1. Screens prospective residents for suitability prior to admission. Conducts intake interviews. Orients and assists residents to settle in the house.
2. Assesses residents' immediate needs and assists them to define and implement an action plan. Provides information to residents on resources available and recommends appropriate services.
3. Monitors and ensures the safety and comfort of residents and the security of the facility. Facilitates resolution of conflicts between residents.
4. Provides emotional support, encouragement, goal setting and problem solving support to residents. Facilitates house and/or support group meetings.
5. Liaises with other service agencies and professionals. Maintains current knowledge of issues and resources related to abuse and violence. Provides presentations and public awareness activities about services and issues of abuse.
6. Ensures housekeeping services such as laundry, housecleaning, grocery shopping and maintaining supplies are completed. Orders supplies/groceries; performs minor maintenance.
7. Provides crisis intervention and risk assessment for residents and crisis line callers. Provides information, advocacy for and assistance to residents and crisis line callers.
8. Maintains case notes, resident records, documents, forms and statistical information.
9. Orients and assigns duties to volunteers/practicum students.
10. Accompanies and/or transports residents to outside services.
11. Performs other related duties as required.

Qualifications***Education and Knowledge***

Diploma in a related human / social service field.

Training and Experience

One (1) year recent related experience.

Or an equivalent combination of education, training and experience.

COMMUNITY SOCIAL SERVICES JOB EVALUATION PLAN RATING RATIONALE

BENCHMARK TITLE: Transition House Worker

FACTOR	REASON FOR CLASSIFICATION	DEGREE	POINTS
1	Education and Knowledge – Requires a diploma in a related human / social service field	4	75
2	Training and Experience – Requires 1 year recent related experience	3	75
3	Physical Demands – Sometimes performs housekeeping duties such as laundry and cleaning	3	21
4	Concentration – Monitors clients almost continuously to ensure that clients' needs are met	5	42
5	Independence – Guided by general instructions, selects amongst alternate courses of action to assist residents to define and implement an action plan	4	57
6	Judgement – Assesses residents for suitability for admission and needs and chooses an approach using accepted procedures and techniques to assist residents to define and implement an action plan	4	57
7	Leadership/Supervision – Provides indirect supervision – assigns work to volunteers / practicum students	2	40
8	Accountability – Work is reviewed for adherence to instructions and has direct impact on service provided Errors may result in limited waste of resources	3	43
9	Communication – Facilitates clients defining and implementing an action plan; facilitates resolution of conflicts	4	57
10	Care of Individuals – Work involves providing emotional support, encouragement, goal setting and problem solving to clients	4	40
11	Environment/Working Conditions – Sometimes exposed to moderately undesirable working conditions in the form of unpleasant dealings with upset, angry or demanding clients	4	33
Total Points			540

Benchmark Title

VICTIM SERVICE WORKER

Job Summary

Provides support services, practical assistance, information and referrals to clients who have been victims of crime.

Key Duties and Responsibilities

1. Conducts client intake by performing duties such as obtaining demographic information, providing information regarding the victim service worker's role and the services offered by the organization, assisting clients in completing intake forms, and explaining issues related to confidentiality.
2. Provides emotional support to clients who have been victims of crime through active listening, debriefing and validating clients' emotions.
3. Assesses clients' need for other services and provides them with information on helping organizations and professionals such as community service agencies, counsellors, legal aid lawyers, physicians and mental health services. Recommends appropriate services to clients.
4. Provides crisis response and intervention as necessary.
5. Supports clients' interests and rights by performing duties such as liaising for clients with the police and Crown Counsel, obtaining information about clients' cases including case status and hearing dates.
6. Provides information on police, legal and medical systems in general and specific to clients' cases. Provides information on crime prevention to clients to help them avoid re-victimization.
7. Provides court support services such as explaining court processes and trial procedures and providing court orientation and information on court preparation.
8. Provides accompaniment and/or transportation such as to court, police and medical appointments.
9. Assists clients in completing legal forms such as Criminal Injury Compensation Applications and Victim Impact Statements.
10. Participates in public education to raise awareness of physical or sexual assault and/or abuse.
11. Consults and liaises with community service agencies to maintain up-to-date information on available resources and develop community relations.
12. Maintains and provides statistics and reports regarding service delivery as required.
13. Performs other related duties as required.

Qualifications

Education and Knowledge

Diploma in a related human / social service field.

Training and Experience

Two (2) years recent related experience.

Or an equivalent combination of education, training and experience.

COMMUNITY SOCIAL SERVICES JOB EVALUATION PLAN RATING RATIONALE

BENCHMARK TITLE: Victim Service Worker

FACTOR	REASON FOR CLASSIFICATION	DEGREE	POINTS
1	Education and Knowledge – Requires a diploma in a related human / social service field	4	75
2	Training and Experience – Requires 2 years recent related experience	4	100
3	Physical Demands – Often involves very light physical exertion in writing reports; freedom of movement exists	2	14
4	Concentration – Often requires a high degree of mental demands to adapt to a variety of tasks and procedures in assisting clients to navigate the criminal justice system	5	42
5	Independence – Guided by general procedures or instructions, selects from alternative courses of action to assess clients’ needs for other services, provide emotional support, prepare clients for court, and refer clients to other community service agencies	4	57
6	Judgement – Applies structured analysis of the criminal justice system as it relates to clients’ situation and chooses amongst accepted procedures to help clients navigate the criminal justice system	5	71
7	Leadership/Supervision – Little or no responsibility	1	20
8	Accountability – Work performed and decisions made have direct impact on the final service provided; work is evaluated for overall appropriateness	4	57
9	Communication – Using persuasion and influencing techniques, secures the cooperation of clients. Provides active listening, debriefing and validation of clients’ emotions	5	71
10	Care of Individuals – Work involves assessing clients’ need for services and providing emotional support	4	40
11	Environment/Working Conditions – Sometimes exposed to moderately undesirable working conditions in the form of unpleasant dealings with clients who are upset, angry and unpredictable	4	33
Total Points			580

Benchmark Title**VOCATIONAL WORKER****Job Summary**

Provides vocational skills training and support to clients in a designated work setting. Participates in production particular to assigned job location.

Key Duties and Responsibilities

1. Provides vocational skills training for clients in accordance with established goals and plans. Promotes a work-like environment for clients.
2. Supervises clients in performing vocational training tasks. Coordinates clients' involvement in work production.
3. Reviews and evaluates job situations and reports clients' needs, progress and work performance to the supervisor.
4. Monitors and supports the general care, safety and well being of clients by performing duties such as administering medication in accordance with established policy and assisting with clients' personal hygiene as required.
5. Schedules work to meet product quality, quantity and service expectations. Participates in production.
6. Orders supplies and materials for the designated work area. Reports to the supervisor any equipment requiring maintenance.
7. Performs other related duties as required.

Qualifications*Education and Knowledge*

Certificate in a related human / social service field.

Training and Experience

One (1) year recent related experience.

Or an equivalent combination of education, training and experience.

COMMUNITY SOCIAL SERVICES JOB EVALUATION PLAN RATING RATIONALE

BENCHMARK TITLE: Vocational Worker

FACTOR	REASON FOR CLASSIFICATION	DEGREE	POINTS
1	Education and Knowledge – Requires a certificate in a related human / social service field	3	56
2	Training and Experience – Requires 1 year recent related experience	3	75
3	Physical Demands – Often kneels, bends, stretches, crouches, or reaches while participating in production	4	28
4	Concentration – Almost always listens to and responds to inquiries of clients	5	42
5	Independence – Guided by general instructions, selects from alternate courses of action to provide vocational skills training and coordinate clients in work production	4	57
6	Judgement – Reviews and assesses job situations to report clients' needs, progress and work performance	4	57
7	Leadership/Supervision – Coordinates work production, trains, and schedules client workers	3	60
8	Accountability – Work performed and decisions made have impact on vocational training provided; errors in production coordination may cause interruptions to workflow, and moderate waste of time	3	43
9	Communication – Facilitates participation of clients who are normally cooperative in vocational skill training	4	57
10	Care of Individuals – Work involves monitoring and supporting the general care, safety and well being of clients by performing duties such as administering medication and assisting with clients' personal hygiene	4	40
11	Environment/Working Conditions – Often exposed to highly undesirable or hazardous elements such as dust or noise in a shop environment	5	42
Total Points			557