

### **Section 3**

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## **SERVICE DESCRIPTION**

# **COMMUNITY WORKER - SALT SPRING**

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### **DESCRIPTION:**

This service provides intake, brief assessment, information and referral for people seeking assistance on Salt Spring Island. It is typically the first point of contact for many people seeking SSICS counselling services. It provides information about, and referral to, a range of local and regional services. Crisis intervention, short-term counselling, parent-teen mediation and anger management coaching may be provided when required.

### **HISTORY:**

This service has been a core service provided by Salt Spring Island Community Services since it was established in 1975.

### **POPULATION SERVED:**

Services are available to anyone on Salt Spring Island. Priority is given to situations where a crisis, risk to health and well-being, or child safety exists.

### **GOALS AND EXPECTED OUTCOMES:**

1. Reduce immediate and critical risk to child, youth and family well-being and safety.
2. Increase access and connection to helping resources and supports.
3. Increase ability to identify needs, goals and steps to address needs.
4. Increase ability to manage and resolve family conflict and anger-related issues.

### **SERVICE DELIVERY PRINCIPLES:**

1. Service delivery will be caring, respectful, safe and open.
2. People will be treated with dignity and respect.
3. Services will be provided in a discreet and confidential manner.
4. Services will include the promotion of wellness, healthy development and independence.
5. Service delivery will be person-centered including being flexible, individualized and involving the person served in setting the direction of service.
6. Services will be responsive and timely.

### **SERVICE DELIVERY ACTIVITIES:**

1. **Assessment and Orientation.** The Counsellor works with individuals, and others such as physician and family, to identify and assess needs. A primary focus of this brief

assessment is to identify immediate risk factors, and provide an orientation to available helping resources.

2. **Information and Education.** The Counsellor provides education and information to individuals, families and the community related to support services.
3. **Short Term and Crisis Counselling.** The Counsellor provides counselling, treatment and other psychosocial interventions based on the service plan.
4. **Conflict Resolution and Anger Management.** The Counsellor provides parent-teen mediation and anger management coaching.
5. **Referral and Advocacy.** The Counsellor refers individuals to other SSICS, community, government or off-island services as needed and act on their behalf when needed to obtain resources and services.

**LOCATION:**

Services are provided from the main SSICS building at 268 Fulford-Ganges Road. The building is wheelchair accessible and has private counselling offices and group/family meeting rooms.

**Hours:**

Monday-Friday 9 am to 4 pm.

**STAFF RESOURCES:**

One Counsellor is available during office hours. The Counsellor reports to the Director of Adult and Outreach Services, and is part of the Adult Services Team including addictions services, mental health counsellors, nurse, housing worker and consulting psychiatrist.

**ACCESS TO SERVICE:**

Service can be accessed via self-referral, community referral or inter-agency referral. Phone (250) 537-9971.

**STANDARDS/REFERENCES/BEST PRACTICES:**

1. CARF accreditation standards

**FUNDING/SPONSORSHIP:**

This service is funded by the Ministry for Child and Family Development.

**PARTNERSHIPS/KEY CONNECTIONS:**

- i. Ministry for Child and Family Development
- ii. Lady Minto Hospital
- iii. Local Physicians and Community Health Nurses

- iv. Income Assistance
- v. RCMP
- vi. Transition House



## **Affiliations**

The Community Support Worker work closely with the following organizations and persons.

1. Ministry for Children and Family Development – Ministry social workers have regular contact.
2. RCMP – The Community Support Worker collaborate with RCMP officers on a needs basis.
3. S.O.L.I.D. and Core Inn Youth Project – The Community Support Worker collaborates with other local non profit groups such as the Salt Spring Organization for Life Improvement and Development and the Core Inn Youth Project.
4. School District 64
5. SWOVA- Regular contact is made between SWOVA executive director and team leaders and SSICS Community Support Worker.
6. CPA- Regular contact is made with the Crime Prevention Association (CPA).
7. Vancouver Island Health Authority
8. Southern Gulf Islands Mental Health/Addictions Advisory

## **Intake Process**

This service provides the first contact for many of the people served by this organization and is the primary contact for those persons walking or "dropping in" to the agency. Primary elements of an initial contact include a welcoming to the organization with an orientation to the agency and a screening to determine the appropriate service required. Where SSICS is unable to provide the required service a referral to an appropriate service is made. There are several means for which interested individuals can access the Community Support Worker :

- An individual seeking service can phone SSICS reception 537-9971 to request service.
- Physicians and other community professionals such as social workers and probation officers seeking service for their clients may submit a written request via our confidential fax (250-537-9948) or they may direct their referral by mail to SSICS and/or make a direct telephone call to the Community Support Worker.
- Family related referrals can be made by parents and guardians of youth in need of service via phone or direct contact.
- School teachers, school counselors, special education assistants and administrators seeking service for a student can submit a written request for service using an SSICS referral form via fax or mail.

\*Please note that regardless of the means of first contact, all referrals must go through the following additional process:

The first contact with either the Community Support Worker or other SSICS workers will involve a screening to determine the needs of the individual seeking service.

This will include completing an orientation regarding agency services and filling out a contact form and the signing of a confidentiality agreement. For youth under the age of thirteen, a parent's signature must be provided to acknowledge their consent to the service.

### **Waitlist**

There is no waitlist for these services.



## **JOB DESCRIPTION**

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**JOB TITLE:** **COMMUNITY SUPPORT AND FAMILY COUNSELLOR**  
**REPORTS TO:** Clinical Director  
**CLASSIFICATION:** Adult, Youth and Child Counsellor  
**WAGE GRID:** Paraprofessional Grid Level 14  
**WORK AREA:** Resource and Referral, Adult Services, Child and Youth Services  
**LAST UPDATED:** April 2014

### **JOB SUMMARY:**

The Community Support and Family Counsellor provides intake, brief assessment, crisis intervention, short-term counselling and referral to services for children, youth, adults and families. The Community Support and Family Counsellor is typically a first point of contact for individuals seeking information, counselling or other services.

### **DUTIES AND RESPONSIBILITIES:**

1. Interviews, prepares case histories, assesses problems and orients persons served to SSICS service delivery and their rights.
2. Conducts brief and comprehensive assessments and identifies areas of concern to be addressed by counselling and other intervention strategies.
3. Provides brief information and support service and/or refers to the appropriate community service or SSICS service team.
4. Develops and implements brief counselling and intervention programs to assist persons served in determining goals and the means of attaining them.
5. Provides coaching to individuals regarding relevant life skills including social and interpersonal skills, anger management and self advocacy.
6. Assists individuals with application forms and may accompany individuals to appointments.



7. Provides support to the SSICS food bank and associated food security services related to issues and behaviours of persons served.
8. Maintains accurate reports and records of service delivery and completes monthly reports. Maintains clinical records sufficient to indicate the nature and time of service to persons served. Ensures that all required documentation is complete and complies with prescribed standards.
9. Reviews and evaluates the effectiveness of services and the outcomes of persons served during and at the conclusion of services, including collecting feedback from persons served and referral sources.
10. Provides follow up support to persons served, including advising others involved in case plan of ongoing support and clinical services required.
11. Contributes to the development, evaluation and improvement of services.
12. Maintains familiarity with and follow SSICS policies and procedures and accreditation standards.
13. Participates in staff meetings, learning activities and supervision sessions.
14. Maintains and applies technology/computer skills as required.
15. Performs other related activities as required.

#### **QUALIFICATIONS:**

##### **EDUCATION, TRAINING AND EXPERIENCE:**

1. Bachelor's degree in social work, child and youth care, counseling psychology or a related field.
  2. Two (2) years recent related experience working in a community social service setting.
  3. A valid BC driver's license.
- or) an equivalent combination of education, training and experience.

##### **JOB SKILLS AND ABILITIES:**

1. Good verbal, written and interpersonal communication skills.



2. Ability to communicate effectively and develop relationships with persons served.
3. Good assessment and brief counselling skills.
4. Good organization and time management skills.
5. Ability to work effectively with other staff, social workers, therapists and other related professionals.
6. Ability to be sensitive and respectful of people's differences.
7. Ability to work in a stressful environment dealing with individuals in crisis situations at times.
8. Ability to manage crisis or emergency situations.
9. Ability to manage of a heavy caseload at times.

