

Section 5

Family Advancement Index

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SERVICE DESCRIPTION

FAMILY DEVELOPMENT- PENDER, MAYNE, GALIANO & SATURNA

DESCRIPTION:

This service provides early intervention, prevention and other support activities for children and families experiencing stress, parenting challenges, or early signs of abuse, neglect or other risks to child well-being. The service is available on Galiano, Mayne, Pender, and Saturna Islands.

HISTORY:

The Ministry for Child and Family Development began this service on the less populated Southern Gulf Islands in 1990 as a response to an increasing need to have community-based early intervention and prevention resources for families in these remote island communities. Salt Spring Community Services has provided the service since its inception.

POPULATION SERVED:

The service is available to children, youth and families who live on Galiano, Mayne, Saturna and Pender Islands.

GOALS AND EXPECTED OUTCOMES:

1. Decrease risk of children being abused and/or neglected.
2. Improve parenting skills for parents and/or caregivers.
3. Improve relationships for parents with social supports and formal helping resources.
4. Improve family, social and other significant relationships.
5. Improve self esteem, coping and problem solving skills.
6. Improve school and community functioning for children.
7. Improve opportunities for social, recreational and community activities for families.

SERVICE DELIVERY PHILOSOPHY AND 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 be empowering including the provision of advocacy and information.
5. Service will be person-centered including being flexible, individualized and involving the person and/or family served in setting the direction of service.
6. Service will be responsive and timely.

SERVICE DELIVERY ACTIVITIES:

1. **Assessment and Goal Planning.** The Counsellor works with the family and others to develop plans based on the individual needs assessment. This may be done in collaboration with MCFD, school or physicians.
2. **Individual Counselling.** The Counsellor provides person-centered and solution-focused short term counselling. Counselling is strength-based and may include social and life skill development.
3. **Family Counselling.** Family-centered and solution-focused counselling that includes the entire family system and is strength based.
4. **Conflict Resolution and Mediation.** The Counsellor helps resolve differences by acting as an intermediary between conflicting parties.
5. **Information and Education.** The Counsellor provides education and information to individuals, families and the community related to healthy family life.
6. **Case Management and Coordination.** The Counsellor communicates relevant ideas, goals and information between family, school and community supports to ensure services are delivered in an effective and holistic way.
7. **Referral and Advocacy.** The Counsellor refers families to other services as needed, and acts on their behalf when needed to obtain resources and services.

LOCATION:

Service is provided on Mayne, Pender, Galiano and Saturna Islands. The service is provided in confidential offices and meeting space in each community. Service may be provided in community locations including home and school.

HOURS:

The service is available 8 am to 3 pm Tuesday, Wednesday and Thursday. Specific hours on specific islands may vary depending on caseload needs and priorities.

STAFF RESOURCES:

One Counsellor provides services and coordinates the various aspects of the program. The Counsellor reports to the Director of Child, Youth and Community Living Services. The Counsellor is part of the Child and Youth Services Team, a multi-service team including mental health, alcohol and drug, family support, and early childhood services.

ACCESS TO SERVICE:

Service may be accessed through Salt Spring Island Community Services at 537-9971 or directly through the Family Development Counsellor at 1-250-222-0025. Referrals are received from MCFD, schools, physicians, community agencies or directly from families.

FUNDING/SPONSORSHIP:

The service is funded by the Ministry of Child and Family Development.

STANDARDS/REFERENCES/BEST PRACTICES:

1. CARF accreditation standards
2. Child and Youth Mental Health Plan, MCFD

PARTNERSHIPS/KEY CONNECTIONS:

4. School District #64
5. Ministry for Child and Family Development
6. RCMP/Victim Services
7. Physicians and Community Nurses

**SALT SPRING AND SOUTHERN GULF ISLANDS COMMUNITY SERVICES SOCIETY
PROGRAM LOGIC MODEL: FAMILY ADVANCEMENT**

INPUTS	ACTIVITIES	OUTPUTS	SHORT-TERM OUTCOMES	MID-TERM OUTCOMES	LONG-TERM OUTCOMES	INDICATORS OF SUCCESS	MEASUREMENT TOOLS
<ul style="list-style-type: none"> Salaries, Direct Service Mileage Staff Training Other Administrative Other Salaries and Benefits Office Space Computers Telephone and Communication Materials and Supplies Government, Provincial Policies Service Contracts Sessions Home Visits Outreach Meetings 	<ul style="list-style-type: none"> Assessment & Goal Planning Individual Counselling Family Counselling Groups Conflict Resolution & Mediation Information & Education Case Management & Coordination Referral & Advocacy 	<ul style="list-style-type: none"> # of children and youth served # of parents served # of groups and # of participants # of information & education sessions # of referrals made 	<ul style="list-style-type: none"> Improve parenting skills for parents and/or caregivers Improve self esteem, coping and problem solving skills. Improve family, social and other significant relationships 	<ul style="list-style-type: none"> Improve family functioning Decrease risk of children being abused and/or neglected 	<ul style="list-style-type: none"> Children, youth and families lead healthy and stable lives 	<p>Short term:</p> <ul style="list-style-type: none"> Parents/caregivers report improved parenting skills Child, youth and parents report improved self esteem, communication, coping and problem solving skills Child, youth and parents report improved family, social and other relationships <p>Mid term:</p> <ul style="list-style-type: none"> Child, youth and parents report improved family functioning Workers assess decreased risk of children being abused and/or neglected <p>Long term:</p> <ul style="list-style-type: none"> Children, youth and families report leading healthy and stable lives 	<p>Short term:</p> <ul style="list-style-type: none"> Face to Face Interview Worker Observation <p>Mid term:</p> <ul style="list-style-type: none"> Face to Face Interview Questionnaire/Survey Worker Observation <p>Long term:</p> <ul style="list-style-type: none"> Questionnaire/Survey File Review

August 2009

Affiliations

The Family Advancement Counsellor works closely with the following organizations and persons:

- 1) **Ministry of Child and Family Development (MCFD)** – The Family Advancement Counsellor collaborates on a 'needs' basis with MCFD workers assigned to the Gulf Islands .
- 2) **School District 64-**
 - Pender School
 - Mayne School
 - Galiano School
 - Saturna school
- 3) **RCMP-** The Family Advancement Counsellor collaborates with RCMP officers on a needs basis.
- 4) **PAC-** The Family Advancement Counsellor collaborates with Parent Advisory committees and also target Parent Advisory committees with certain selective applications of prevention initiatives.
- 5) **Vancouver Island Health Authority-** The Family Advancement Counsellor collaborates with each islands Health Clinic, their community physician and nurse

Intake Process

There are several means for which interested individuals can access the Family Advancement Counsellor:

- Individuals seeking service can phone: 1-250-222-0025
- An individual seeking service can phone or email SSICS reception 537-9971 to request service.
- 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.
- Physicians and other community professionals such as social workers and probation officers seeking service for their clients must submit a written request via fax or mail to SSICS or a youth worker directly.
- Family related referrals can be made by parents and guardians of youth in need of service via phone or fax @ 250-537-9974.

*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 family advancement counsellor or a SSICS worker 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

JOB TITLE: YOUTH AND FAMILY COUNSELLOR
REPORTS TO: Clinical Director
CLASSIFICATION: Family Counsellor
WAGE GRID: Paraprofessional Level 14
WORK AREA: Child and Youth Services
LAST UPDATED: April 2013

JOB SUMMARY:

The Youth and Family Counsellor provides early intervention support on the smaller Southern Gulf Islands to families experiencing challenges. Responsibilities include assessment, case management, developing family-based intervention plans and service coordination. The Youth and Family Counsellor assists communities to develop healthy family support systems and activities.

DUTIES AND RESPONSIBILITIES:

1. Interviews, prepares case histories, assesses problems and orients persons served to SSICS service delivery and their rights.
2. Conducts comprehensive assessments and identifies areas of concern to be addressed by counselling and other intervention strategies.
3. Develops and implements therapeutic plans and programs necessary to meet the goals and objectives of persons served. Provides individual, group and/or family counselling to address identified plans.
4. Provides support and parenting education to parents including assisting with parent/teen conflict.
5. Assists persons served to maintain positive behavior by providing social and life skills training, connecting them with recreational and social activities, and developing stress reduction strategies.
6. Collaborates with family, school staff, therapists, social workers and others regarding case management and coordination of services.



7. Refers persons served to appropriate services and programs, and advocate as required to ensure continuity and effectiveness of services.
8. Maintains liaison with Ministry for Children and Family Development and/or School District services as needed.
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.
11. 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.
12. Maintains knowledge of community resources, and current best practices related to needs of persons served.
13. Provides consultation, liaison, education and advocacy to other workers, organizations and community resources.
14. Develops and implements prevention initiatives related to healthy families and support systems, including partnering with schools to implement school-based strategies.
15. Contributes to the development, evaluation and improvement of services.
16. Maintains familiarity with and follow SSICS policies, procedures and accreditation standards.
17. Participates in staff meetings, learning activities and supervision sessions.
18. Maintains and applies technology/computer skills as required.
19. Performs other duties as required.

QUALIFICATIONS:

**EDUCATION, TRAINING AND EXPERIENCE:**

1. Bachelor's degree in social work, child and youth care or a related field.
 2. Two (2) years recent related experience working in a community setting providing services to children, youth and families.
 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. Knowledge of early intervention, counselling and group facilitation skills.
4. Good organization and time management skills.
5. Ability to work independently.
6. Ability to work effectively with other staff, social workers, school personnel, therapists and other related professionals.
7. Ability to be sensitive and respectful of people's differences.
8. Ability to work outside of regular office hours at times.
9. Ability to work in a stressful environment dealing with individuals in crisis situations.
10. Ability to work outside of the office on a regular basis including homes of person served and in the community.
11. Ability to manage a heavy caseload at times.

