

Section 4

Resource & Referral Index

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Salt Spring Island Community Services
SERVICE DESCRIPTION

COMMUNITY RESOURCE AND REFERRAL

DESCRIPTION:

This service provides crisis assessment and intervention, short term counselling, information and referral for the communities of Galiano Island and Mayne Island.

HISTORY:

This service began in 1990. The isolated island communities of Mayne Island and Galiano Island needed emergency access to professional support during 'after hours' and on the week-ends. This service was a response to the need. SSICS has provided the service since its inception in 1990.

POPULATION SERVED:

All children, adults and families on Mayne and Galiano Islands can access this service.

GOALS AND EXPECTED OUTCOMES:

To provide residents on Mayne and Galiano Islands increased access to crisis intervention, assessment and referral activities.

SERVICE DELIVERY PHILOSOPHY AND PRINCIPLES:

1. The climate of 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. Effective service includes empowerment, advocacy, and information.
5. Service will be person-centered. This includes individualized and flexible service which includes the person in setting the direction of service.

SERVICE DELIVERY ACTIVITIES:

1. **Crisis Intervention.** Includes suicide prevention, assessment and referral services.
2. **Counselling.** Short term, on a limited basis
3. **Support.** For the program participant and for community service providers.
4. **Training.** Initiate and participate in emergency response training.
5. **After Hours Service.** The crisis worker is a local resource available after hours.

STAFF RESOURCES:

One part-time on call staff is available on each island.

ACCESS TO SERVICE:

Access to service is made by telephone or by contacting other first responders on the island.

Telephone – Galiano Island -1-250- 5395823
Mayne Island – 1-250-539-5925

Hours: 4pm to 7am
Seven days per week

STANDARDS/REFERENCES/BEST PRACTICES:

- BC Guidelines for Provision of Youth services
- Child and Youth Mental Health Plan for BC

FUNDING/SPONSORSHIP:

The service receives core funding from the BC Ministry of Children and Families.

PARTNERSHIPS/KEY CONNECTIONS:

1. RCMP
2. MCFD
3. BC Ambulance

Affiliations

The Resource and Referral Worker work closely with the following organizations and persons.

9. Ministry for Children and Family Development – Ministry social workers have regular contact.
10. RCMP – The Community Support Worker collaborate with RCMP officers on a needs basis.
11. School District 64
12. SWOVA- Regular contact is made between SWOVA executive director and team leaders and SSICS Community Support Worker.
13. Vancouver Island Health Authority
14. Southern Gulf Islands Mental Health/Addictions Advisory

Intake Process

This service is accessed primarily through telephone contact and casual contact in the small communities in which the Resource and Referral Worker is located.

There is an answering voice mail available from 4:00pm to 7:00am seven days per week. However, the caller is informed that the worker is available only on a very limited basis and emergencies should be directed to police and (911 number) or the NEED Crisis Line.

The Resource and Referral Worker will endeavor to return the call within twenty four hours. When the program participant requires short term counseling the worker will make those arrangements directly. This service can be accessed through the dedicated publicly listed telephone number or by calling the SSICS main office.

Waitlist

There is no waitlist for this service.



JOB DESCRIPTION

JOB TITLE: RESOURCE AND REFERRAL WORKER
REPORTS TO: Clinical Director
CLASSIFICATION: Child Care Resource & Referral Worker
WAGE GRID: JJE Level 11
WORK AREA: Resource and Referral
LAST UPDATED: August 2012

JOB SUMMARY:

The Resource and Referral Worker is a local information and referral resource available on the smaller Southern Gulf Islands. Responsibilities include responding to enquiries from community members on a wide range of issues, including information and/or support related to children, youth and family. Other duties include developing and supporting effective linkages and resources with child-care groups, parenting groups and a variety of other services.

DUTIES AND RESPONSIBILITIES:

1. Responds to enquires from community members on a wide range of child, youth and family issues.
2. Makes appropriate referrals within 48 hours whenever possible.
3. Responds to enquires from parents seeking information on all issues related to children, families, and other community members.
4. Develops and supports appropriate linkages and resources with child-care, parenting and other community groups.
5. Maintains up to date information resources, acquires and maintains other appropriate resource materials.
6. Responds to Ministry for Child and Family Development request for service.
7. Maintains and completes all required paperwork.



8. Maintains liaison and good communication with community and other agencies.
9. Supports community members in their efforts to obtain services from the Ministry of Children and Families.
10. Contributes to the development, evaluation and improvement of services.
11. Maintains familiarity with and follow SSICS policies and procedures and accreditation standards.
12. Participates in staff meetings, learning activities and supervision sessions.
13. Maintains and applies technology/computer skills as required.
14. Performs other related duties as required.

QUALIFICATIONS:

EDUCATION, TRAINING AND EXPERIENCE:

1. Diploma in human services, social work or a related field.
 2. One (1) year recent related experience working in a community social service setting.
- 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 organization and time management skills.
4. Thorough knowledge of community and referral services.
5. Ability to work independently.
6. Ability to work effectively with other staff, counsellors, community partners 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 deal with individuals in crisis situations.

