

Section 4 Special Services Service Delivery Index

1. Service Description Special Needs Child Support
2. Program Logic Model
3. Affiliations
4. Intake Process
5. Waitlist policy
6. Job Description Child Support Worker

SERVICE DESCRIPTION

SPECIAL NEEDS CHILD SUPPORT

DESCRIPTION:

This service provides support to caregivers of children with developmental delays or autism. Services include specialized and individualized child care interventions, respite, and other supports to families with children eligible for service from Ministry of Children and Family Development.

HISTORY:

This service was developed by the Ministry of Children and Families in 1989. Salt Spring Island Community Services has provided the service since its inception. It was developed in order to provide support and training for children with developmental delays or autism.

POPULATION SERVED:

The service is available to children up to 19 years living on the Southern Gulf Islands who are eligible for services through Ministry of Children and Family Development.

GOALS AND EXPECTED OUTCOMES:

1. Increase the health, safety and well-being of the child/youth.
2. Improve family, peer and other social relationships.
3. Improve self esteem, communication, coping, problem solving skills.
4. Increase level of recreational and community activities for the child/youth.
5. Improve the safety skills of the child/youth.
6. Increase support available to parents/caregivers.

SERVICE DELIVERY PHILOSOPHY AND PRINCIPLES:

9. Services will support the integration of persons served into the day-to-day life of the community.
10. Service delivery will be person-centered including being flexible, individualized and involving the person served in setting the direction of service.
11. Individuals have the right to control their own lives and take responsibility for their actions.

12. Service delivery will be caring, respectful, safe and open.
13. People will be treated with dignity and respect.
14. Effective service includes empowerment, advocacy, and information.
15. Services will be provided in an environment that allows people as much freedom as possible while ensuring their safety and security.
16. Services will be provided in a discreet and confidential manner.

SERVICE DELIVERY ACTIVITIES:

1. **Person-Centered Planning.** The MCFD social worker will formulate a plan with the family and provide that to SSICS. The SSICS Workers consult and review the plan with the family and other service providers regarding the needs, plans and progress of the person served.
2. **Supervision and Monitoring.** Workers provide one to one supervision of children for designated time periods.
3. **Support to Child and Parent.** Workers provide emotional and other support and feedback to children served, their families and other social supports when appropriate. Support may include accompanying persons served to appointments and meetings.
4. **Life Skills Coaching.** Workers provide life skills and behavioural management coaching to persons served.
5. **Activity Planning and Leadership.** Workers plan and supervise physical, recreational, social, educational and other healthy activities.
6. **Advocacy.** Worker may act with, on behalf of, the persons served to obtain needed information, resources and services.

LOCATION:

Service is provided in the home of the person served and in the community as determined by each MCFD formulated individual case plan. The home base for the service is main SSICS site at 268 Fulford-Ganges Road.

HOURS:

The service is provided on a flexible schedule, primarily from Monday to Friday. Times of service are determined by the parent and the worker. The amount of service is determined by the MCFD social worker in the person-centered plan.

STAFF RESOURCES:

Several part-time Child Support Workers provide the service. Workers are assigned based on a matching with the child, family and their specific needs. Workers report to the Program Director.

ACCESS TO SERVICE:

Services are accessed through Ministry of Children and Family Development. A person-centered plan must be place for the child to proceed with services. A plan may be initiated by contacting the Ministry of Children and Family Development.

STANDARDS/REFERENCES/BEST PRACTICES:

1. CARF accreditation standards
2. British Columbia Association for Community Living (BCACL)
3. BC Guidelines for Provision of Youth Services

FUNDING/SPONSORSHIP:

The service if funded by Ministry of Children and Family Development .

PARTNERSHIPS/KEY CONNECTIONS:

1. School District 64
2. Ministry of Children and Family Development

**SALT SPRING AND SOUTHERN GULF ISLANDS COMMUNITY SERVICES SOCIETY
PROGRAM LOGIC MODEL: SPECIAL NEEDS CHILD SUPPORT**

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 and Program Activity Space • Computers • Telephone and Communication • Materials and Supplies • Government funding, CLBC • Policies • Service Contracts 	<ul style="list-style-type: none"> • Person Centered Planning • Individual Activities • Supervision & Monitoring • Child & Parent Support • Life Skills • Advocacy 	<ul style="list-style-type: none"> • # of individuals served • # and nature of activities • # of families supported 	<ul style="list-style-type: none"> • Improve family, peer and other social relationships • Improve self esteem, communication, coping, problem solving skills • Increase level of recreational and community activities for the child/youth • Increase support available to parents/caregivers 	<ul style="list-style-type: none"> • Improve family functioning • Increase the health, safety and well-being of the child/youth 	<ul style="list-style-type: none"> • Children and youth lead healthy and active lives 	<p>Short term:</p> <ul style="list-style-type: none"> • Individuals caregivers and workers report improved family, peer and other social relationships • Individuals caregivers and workers report improved self esteem, communication, coping, problem solving skills • Individuals, caregivers and workers report increased recreational and community activity • Parents/caregivers report increased support <p>Mid term:</p> <ul style="list-style-type: none"> • Parents/caregivers report improved family functioning • Individuals, caregivers and workers report increased well being of the child/youth <p>Long term:</p> <ul style="list-style-type: none"> • Individuals, caregivers and workers report persons served leading healthy and active lives 	<p>Short term:</p> <ul style="list-style-type: none"> • Face to Face Interview • Questionnaire/Survey • File Review <p>Mid term:</p> <ul style="list-style-type: none"> • Face to Face Interview • Questionnaire/Survey • File Review <p>Long term:</p> <ul style="list-style-type: none"> • Face to face Interview • Questionnaire/Survey • File Review



Affiliations

MCFD – Ministry of Children and Family Development is the funding agency and they provide us with the contract for the family and the plan for that contract. We consult with and report to the MCFD CYSN social worker regarding the needs of the family.

School District #64 - We liaise with the schools and the teaching assistant assigned to specific child as needed. The Community Services Society has school based youth counsellors, who may help identify children in need of this service.

VACL – Victoria Association for Community Living provide local information and updates on issues facing the Community Living field.

BCACL – B.C. Association for Community Living provide information and updates on issues facing the Community Living field in B.C.

Intake Process

Services are accessed through Ministry of Children and Family Development CYSN social worker.

Waitlist Policy

We do not maintain a waitlist for this service. If additional hours are needed for new or existing children the family or caregiver needs to contact the MCFD CYSN social worker for approval. Once the family gets approval for the additional hours our agency can provide the service.

Salt Spring Island Community Services

JOB DESCRIPTION

JOB TITLE: CHILD SUPPORT WORKER
REPORTS TO: Program Director
CLASSIFICATION: Special Service Worker
WAGE GRID: JJEJ Grid 11
WORK AREA: Child and Family Services
LAST UPDATED: April 2009

JOB SUMMARY:

The Child Support Worker provides support services to families of children with special needs as identified by Community Living BC and/or families identified as "at risk" by the Ministry for Child and Family Development. Responsibilities include assisting families in meeting goals by providing parenting support, behaviour management, life skills training, and structured activities with children.

DUTIES AND RESPONSIBILITIES:

1. Assists families and individuals to meet the goals determined in MCFD or CLBC case plans.
2. Engages in consultation with the social workers and other service providers involved regarding progress of program participant.
3. Monitors progress and well-being, assists in evaluation and modification of established goals.
4. Recognizes potential crisis situations, analyzes such situations accurately, develops strategies to deal with such situations and informs the supervisor when such incidents occur.
5. Provides emotional support and feedback to program participant and their families/friends where concerned.
6. Assists program participant in attending appointments and provides transportation when necessary.
7. Provides life skills and behaviour management training including facilitating physical, recreational, social and educational activities.
8. Maintains accurate reports and records on service activities and provides monthly reports to the supervisor. Ensures that all required documentation is complete.

9. Reports and discusses case planning and concerns to supervisor, social worker and others as required.
10. Identifies social, economic, recreational and educational services in the community and assists persons served in using these services, including advocacy when necessary.
11. Maintains liaison with other agencies, professionals, government officials and the community.
12. Contributes to the development, evaluation and improvement of services.
13. Maintains familiarity with and follow SSICS policies and procedures and accreditation standards.
14. Participates in staff meetings, learning activities and supervision sessions.
15. Maintains and applies technology/computer skills as required.
16. Performs other related activities as required.

QUALIFICATIONS

EDUCATION, TRAINING AND EXPERIENCE:

1. Diploma in human services, child and youth care or a related field.
 2. One (1) year recent related experience working in a community setting with at risk children and/or youth and their 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 youth and their families.
3. Ability to teach life skills.
4. Ability to work effectively with other staff, social workers and other related professionals.
5. Good organization and time management skills.
6. Ability to be sensitive and respectful of people's differences.
7. Ability to work independently.
8. Ability to work outside of regular office hours at times.

- 9. Moderate level of physical fitness.
- 10. Ability to work in community settings on a regular basis including homes of program participant and in the community.

