

**Benchmark Title**     **SPECIAL SERVICES WORKER – 11**

**Grid Level**            11 – JJEJ Wage Grid

**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
<b>Total Points</b>			<b>584</b>
<b>Grid Level</b>			<b>11</b>