

**Benchmark Title**      **SUPERVISED ACCESS WORKER – 10**

**Grid Level**              10 - JJEP Wage Grid

**Job Summary**            The Supervised Access Program Worker supervises family visits and provides a safe, secure environment, physically and emotionally, for children in alternate care and maintains a court ready record of all supervised visits.

- Key Duties and Responsibilities**
1. Coordinates and schedules supervised access visits in consultation with all participating parties.
  2. Collaborates and consults with a team that may include Family Preservation Worker, Social Worker and foster parents etc.
  3. Observes and objectively documents supervised access visit and interactions and intervenes as required. Ensures that the terms and conditions of the visit are followed.
  4. Observes and monitors appearance, condition and behaviour of family members in order to maintain a safe and healthy visit. Reports any abnormalities to the program director and the referring social worker.
  5. Accompanies and/or transports client to and from appointments and activities.
  6. Ensures the safety of visitation site for clients
  7. Maintains appropriate records and ensures that all necessary documentation is complete and correct. Maintains strict confidentiality of information.
  8. Other duties as required

**Qualifications**        *Education and Knowledge*  
Diploma in a related human / social service field.

*Training and Experience*

Two (1) year recent related experience.

Or an equivalent combination of education, training and experience.

**COMMUNITY SOCIAL SERVICES JOB EVALUATION PLAN  
RATING RATIONALE**

**BENCHMARK TITLE: Supervised Access Worker**

FACTOR	REASON FOR CLASSIFICATION	DEGREE	POINTS
1	Education and Knowledge – Requires a Diploma in a related human/social service field	5	94
2	Training and Experience – Requires 1 year recent related experience	3	75
3	Physical Demands – work sometimes requires moderate physical exertion when lifting, carrying and or pushing toddlers/strollers or when sitting for long periods of time during visitation/court proceedings	4	28
4	Concentration – often requires a high degree of mental concentration when monitoring verbal/non-verbal communications during visitations, preparing written reports and communicating with other professionals involved.	5	42
5	Independence – Guided by agency policies and program guidelines/standards when interpreting information from outside sources and coordinating logistics of supervised visits.	4	57
6	Judgement – Required to assess progress of visits and necessity to intervene and/or remove the child.	4	57
7	Leadership/Supervision – Little or no responsibility	1	20
8	Accountability – Work performed and decisions made have direct impact on service provided with limited impact outside agency; work is evaluated for compliance to Ministry instructions	4	57
9	Accountability – Work performed and decisions made have direct impact on service provided with limited impact outside agency; work is evaluated for compliance to Ministry instructions	4	57
10	Care of Individuals – Responsibility for care, wellbeing, best interest and safety of children. May required feeding, toileting/diapering of children.	4	40
11	Environment/Working Conditions – sometimes exposed to moderately undesirable working conditions in the form of unpleasant dealings with angry parents/relatives who may be verbally abusive	4	33
<b>Total Points</b>			<b>560</b>
<b>Grid Level</b>			<b>10</b>