

***Thresholds Family Support Worker***

Aunt Leah's Place is a non-profit organization that helps prevent children in foster care from becoming homeless and mothers in need from losing custody of their children. To support them on their journey to self-sufficiency, we provide supported housing, job training, and coaching on essential life skills

We are seeking a passionate, caring, empathetic, and dedicated Family Support Worker to join our Thresholds team in this full-time regular position. If you enjoy working in a collaborative and supportive environment that offers ongoing professional development opportunities then this may be the perfect place for you!

**Job Summary:** Reporting to the Team Lead, the Thresholds Family Support Worker is part of the Thresholds team ensuring the safety and well-being of residents and babies. This position assists with pre- and post-natal care with the goal of preventing children in foster care from becoming homeless, and mothers in need from losing custody of their children.

**Qualifications:**

- Post-secondary or equivalent with experience in providing support to moms/babies or a relevant combination of education and experience combined with general suitability

**Skills and Knowledge:**

- Communication (Verbal & Written)
- Ability to follow and implement program policies and procedures
- Interpersonal Abilities & Team Work Skills
- Multicultural/sensitivity/Awareness
- Problem-Solving/Reasoning/Creativity
- Crisis Management/Conflict resolution skills
- Ability to work independently
- Cooking and Cleaning
- Flexibility/Adaptability in managing multiple priorities
- Ability to work in a stressful environment
- Planning/Organizing & Budgeting Skills
- Report Writing & Documentation
- Ability to teach and mentor lifeskills
- Computer/Technical Literacy

**Requirements:**

- Undergo & maintain satisfactory Criminal Record Check
- TB Test
- Completed Immunization Record
- A valid driver's license and access to a vehicle
- Produce a clear Driver's Abstract
- Proof of vehicle business insurance and \$5 million liability
- Standard First Aid includes Baby Safe
- Food Safe
- Non-Violent Crisis Intervention
- Other certification as required by individual programs
- Follows Aunt Leah's Practice Guidelines

***Key Duties and Responsibilities:***

**Direct Care (One to one Support):** Supports, encourages and challenges participants, through developing a trusting relationship. Key areas of supports are:

Parenting Skills: (how to support their family in a health manner, ages and stages of child development, discipline vs. punishment, attachment, etc.)

Job finding/keeping skills (job search, resume preparation, job interview preparation and presentation, completing application form and job maintenance)

Household maintenance skills (housing search, basic cooking skills, menu planning, house cleaning, laundry, personal hygiene, shopping, keeping their suite secure etc.)

Financial management (opening bank accounts, Child Tax benefit, writing cheques, paying bills, budgeting, saving, obtaining social insurance numbers, paying rent, etc.)

Interpersonal skills (developing and maintaining healthy relationships, conflict resolution, seeking assistance and support from friends and professionals as necessary, etc.)

Health and personal habits (training and education in basic health care, development of responsible sexual practices, accessing additional services such as Mental Health/A&D Counseling)

Leisure activities (learning in locating, using, developing and maintaining healthy ways to use recreational time)

Education/vocational upgrading (assistance and support in obtaining appropriate training, participating with the youth in making contact with appropriate community resources)

Cultural Connectivity (assistance and support around connecting with their Aboriginal Heritage and participating in the cultural practices of their home (or identified home) communities.

**Direct Care (other):**

- Ensures that house rules are followed and implemented in a consistent manner
- Completes tasks as directed by supervisor and/or Family Support Worker
- Oversees and assists moms with meal preparation
- Completes additional cleaning duties as directed by supervisor
- Diffuses any crisis situations
- Involved with tracking outcomes measurement (e.g. emergency drills, changes in demographics, changes in employment and education status)
- Participates with scheduled baby visit as directed by supervisor

**Financial Responsibilities:**

- Ensures that expenses follow budget guidelines as outlined in the House Manual

**Health and Safety:**

- House Staff ensure that the Thresholds House is maintained to Society standards, according to the Aunt Leah's policies and procedures manual; by ensuring mom's environment is clean, safe and secure; conducting regular emergency drills with moms; checking safety devices weekly; ensuring that each mom is knowledgeable of fire exit routes in their suite
- Participates in the annual review of Aunt Leah's Health and Safety Policy and Procedures

**Communication:**

**Internal:**

- Communicates accurately and in writing that ensures seamless delivery of care between staff
- Completes report writing at professional standards (daily logs, critical & reportable)
- Ensures all written records are to court standards
- Regularly updates and informs supervisor of activities
- Liaises and seeks direction from the on call supervisor in crisis situations
- Follow procedures and protocols for reporting Critical and Reportable Incidents and contacts the appropriate authorities
- Attend all team meetings and society meetings as directed by Supervisor

**External:**

- Communicates with family members and other professionals as required
- Researches community resources and makes information available to residents and other staff members

**Confidentiality:**

- All information about residents in the program is strictly confidential both internally and externally
- Ensures all written material is locked in the office and all phone calls regarding participants take place in the office
- Support Workers will follow Aunt Leah's Society Policies and Procedures and Aunt Leah's Code of Ethics (includes Child and Youth Care Association of BC Code of Ethics, Aunt Leah's Privacy Policy, BC Rights of Youth in care & UN Rights of the Child)

**Physical Demands:** This position requires some lifting of heavier objects

**Work Environment:**

- Thresholds House is a Supportive Housing program for mothers in need; Staff works alone.
- An average shift is 8 hours; Scheduled monthly by the Thresholds Team Lead
- On call as required per schedule

**Hours of Work:** Full-time regular, 37.5 hours a week with some flexibility around start and end times depending on the needs of the participants and/or pre-planned events, outings, and appointments

**We Offer:** A comprehensive benefit package that includes: dental, extended health care including vision care and prescription, long-term disability benefits, RRSP contribution, personal time package, and employee discount at our Thrift Store.

**Salary:** Commensurate with qualifications.

**How to apply:**

Qualified applicants are invited to email their resume with a cover letter to: [hr@auntleahs.org](mailto:hr@auntleahs.org). You may also apply on our website at [www.auntleahs.org](http://www.auntleahs.org). We thank all applicants in advance for their interest. Short listed candidates will be contacted for interviews.