



Family Support Worker - Job Posting

Position Title: Family Support Worker (FSW)

Position Type: Part-Time (5-20 hours per week)

Starting Wage: Competitive wages start between \$25 - \$28 per hour based on professional experience, education, and personality qualities.

Posting Summary:

As junior Mental Health service providers, Family Support Workers are keenly focused on enhancing the overall quality of life and successful functioning of each client and family they serve. Primarily working in family's homes, online and in communities.

Can **YOU** implement Mental Health intervention plans within program guidelines (and personal scope of practice); sometimes working with individual family members, and sometimes with the full family?

Can **YOU** provide support, guidance and problem solving to clients to address Mental Health issues related to quality of life, self advocacy, relationships and family functioning while promoting skill development in the pursuit of those goals?

Can **YOU** hold a safe emotional space for others who are struggling with difficult emotions, while helping them find courage and strategies to improve their thinking skills, emotional coping skills, sense of self, and self expression with others?

Duties and Responsibilities

Under the guidance of Clinical Counsellors:

- Present/lead discussions and tasks with individuals and family members. Provide training in self advocacy and empower higher quality of life where appropriate.
- Provide parent coaching and skill building on Mental Health issues such as parent-child interaction, emotional and identity development, family communication styles, and behavior management (within one's scope of practice).
- Provide emotional support and feedback to clients and their families.
- Implement therapeutic strategies outlined in individualized Care Plans and Lesson Plans, focusing on goal achievement through direct intervention, data collection, and observation.
- Use tools such as checklists, questionnaires, and interviews to gather and assess client information, helping to identify needs, risks, and goals in collaboration with the team.
- Support the development of life and social skills in individual or group settings using techniques like active listening, modeling, coaching, and direct instruction.
- Provide education on relevant community services and make referrals as appropriate. Represent the organization's services that align with family goals.

- Liaise with and/or promote the interests of clients with other community service providers, professionals and school personnel as required. This may include accompanying clients to meetings and appointments as required.
- Plan and deliver group educational sessions on topics such as family functioning, advocacy, and self-determination.
- Maintain accurate and timely session notes, monthly summaries, and other required records using a digital client management system. Ability to work effectively in a paperless, often remote environment.
- Perform other related duties as assigned.

Qualifications

- Bachelor's degree in a related human / social service field.
- Minimum 3 years experience in working with individuals with diverse abilities
- Fluency in Cantonese and/or Mandarin
- Training in the area of program planning
- A thorough understanding of family context and "family functioning" frameworks (Commitment, Cohesion, Communication, Competence, Coping, Advocacy, and Relational Harmony) as well as corresponding best practices in family systems and family support work
- Experience working with people who have behavioral and emotional challenges, and demonstrated ability to work sensitively and effectively with clients and their support systems
- A strong commitment to the philosophy of people with challenges living and working in the community, as well as to the philosophies and values of Pivot Point
- Excellent written and verbal communication skills, including correct English usage, grammar, spelling, punctuation, and vocabulary (and/or the same in another language spoken by client families)
- A good sense of humor and the ability to manage stress (own as well as that of others)
- Strong administrative, organizational, and time-management skills able to schedule multiple activities, meetings, and/or events
- Working knowledge and experience with a variety of computer software programs such as MS office, Internet Explorer, and email software.
- A working email address, with internet access at home
- Non-violent Crisis Prevention Intervention training, Mandt or related certification
- Current Emergency First Aid and CPR
- Class 5 driver's license with a clean driving record and a reliable vehicle
- A clear criminal record (as outlined by the Ministry for Children and Family Development).

Working Conditions

- Willingness to work with clients who may exhibit challenging behaviors, including aggression.
- Willingness to follow safety protocols, including de-escalation techniques, regular team check-ins, and MANDT training.
- There is potential for workers to experience verbal aggression, such as swearing, or physical aggression, which could result in injury.

Why join the Pivot Point team?

Pivot Point specializes in ***intensive therapeutic interventions*** for children, teens and adults with Autism and other diverse abilities. This might be YOUR opportunity to join a comprehensive clinical team in your community, so you can move YOUR career to the next level. The Family Support Worker role provides direct experience and supervision related to Clinical Counselling.

If you have a passion for helping individuals live their best life, join Pivot Point so we can work together to create positive change!

To apply, please visit <http://pivotpoint.ca/apply-now> to upload your resume and submit an application.