

Ministry: Children and Families  
Branch: Family and Children's Services  
Location: Vancouver

Working Title: **Child Protection Worker**  
Level: Range 24  
Classification: Social Program Officer

### **PRIMARY FUNCTION**

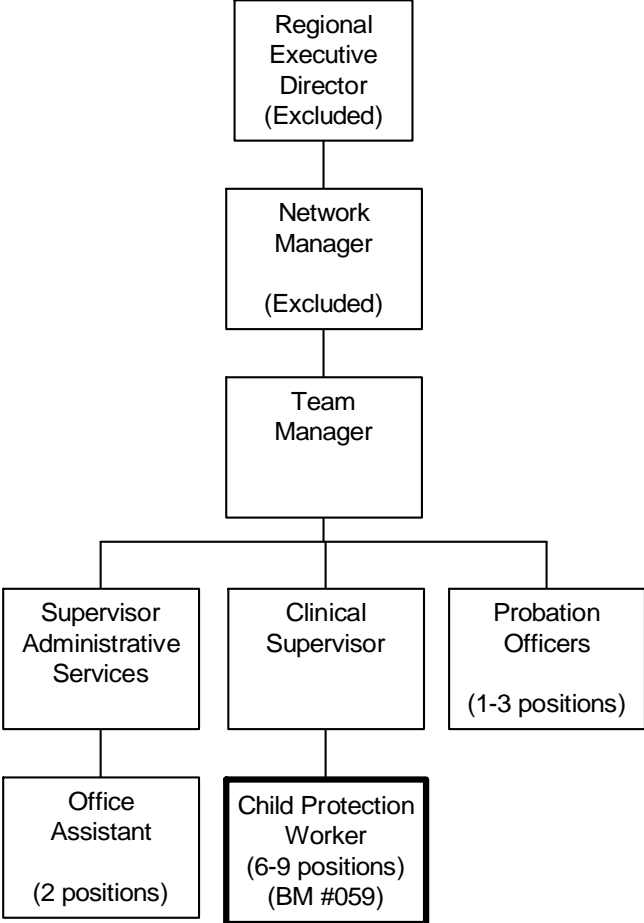
To provide social work and child protection services to children and families.

### **JOB DUTIES AND TASKS**

1. Investigates complaints of child abuse and neglect
  - a. interviews clients and parents and assesses risk to children to determine need for protection
  - b. validates complaint or perception of problem
  - c. determines plan of action and provides support services
  - d. apprehends children in abuse or neglect situations
2. Formulates and implements service plans to achieve goals
  - a. identifies client needs and problems and establishes long and short term goals
  - b. develops strategies and determines involvement of extended family and other agencies
  - c. develops formal contracts with clients and other resources for counselling, care services and parenting courses
3. Controls caseload of clients and monitors and assesses progress towards established goals
  - a. ensures that clients are following contracts and that child care services are being provided
  - b. provides advice and information to other service providers such as foster parents
  - c. hires or terminates, if necessary, contractors who provide homemaking or child care service
  - d. makes referrals to other agencies such as alternate schools, residential institutions and services
4. Prepares clients, documents and evidence for court and presents testimony and evidence
  - a. prepares reports and ensures requirements for serving notices are met
  - b. provides Commissioner of Affidavits services as required
  - c. explains court proceedings and implications to clients
  - d. analyses case information to determine admissible evidence and strategies on use of evidence
  - e. instructs counsel regarding type of court order sought and rationale for request
  - f. exchanges information with counsel to be used in hearing preparation
5. Provides legal guardianship service to each child admitted to care and custody
  - a. completes background study, develops life plan for each child and prepares and counsels child and parents for adoption placement or reuniting child with family
  - b. provides statutory services to feed, cloth and house child
  - c. provides for psychiatric assessment, trauma or sexual assault counselling if necessary
  - d. attends court or arranges for legal services for child as required
  - e. arranges for training, financial assistance, schooling and employment
  - f. supervises visits, sets up visitation schedule and arranges transportation of the child
  - g. maintains involvement of natural parents if possible and assists in developing parenting skills
6. Performs other related duties
  - a. maintains and updates client documentation, service plans and files
  - b. provides direction and advice to junior social workers on procedures policy and legislation
  - c. delivers presentations at schools or to community groups and agencies on child protection practices
  - d. authorizes expenditures such as purchase of clothing, food, transportation and emergency shelter for children with a limit up to \$300 per transaction

ORGANIZATION CHART  
Benchmark Job #059

---



## REASON FOR CLASSIFICATION

Benchmark Job #059

Job Title: Child Protection Worker

FACTOR NO.	REASON FOR CLASSIFICATION	DEGREE	CLASS. POINTS
1	<p><b>JOB KNOWLEDGE</b> Understand the theory of social work to investigate complaints of child abuse/neglect and apprehend child if necessary; formulate and implement client service plans; prepare child/parents for adoption placement; provide counselling and act as guardian to children in care.</p>	H	280
2	<p><b>MENTAL DEMANDS</b> Judgement to modify child protection and intervention techniques or approaches in working with different circumstances to investigate complaints of child abuse/neglect, develop and implement service plans and strategies and provide counselling to meet family/child needs.</p>	G	200
3	<p><b>INTERPERSONAL COMMUNICATION SKILLS</b> Influence and formal counselling skills required to provide therapy to families and children in neglect or abuse situations and to intervene and remove children from homes where the parties are not cooperative.</p>	E	60
4	<p><b>PHYSICAL COORDINATION AND DEXTERITY</b> Moderate coordination and dexterity required to drive vehicles to visit homes, hospitals, schools and court.</p>	C	15
5	<p><b>RESPONSIBILITY FOR WORK ASSIGNMENTS</b> Guided by ministry policies and social work standards, plan and organize the investigation of complaints of child abuse or neglect; stabilize child abuse/neglect situations or apprehend children and act as legal guardian if required; develop life plans for children in care.</p>	F	160
6	<p><b>RESPONSIBILITY FOR FINANCIAL RESOURCES</b> Moderate financial responsibility to authorize a narrow range of expenditures such as purchase of clothing, food, transportation, and emergency shelter for children with a limit of up to \$300 per transaction.</p>	D	22.5
7	<p><b>RESPONSIBILITY FOR PHYSICAL ASSETS/INFORMATION</b> Moderate responsibility to set up and maintain a project information system of case notes and documentation for potential court action.</p>	C	15

## REASON FOR CLASSIFICATION

Benchmark Job #059

Job Title: Child Protection Worker

FACTOR NO.	REASON FOR CLASSIFICATION	DEGREE	CLASS. POINTS
8	<b>RESPONSIBILITY FOR HUMAN RESOURCES</b> Responsibility to provide formal instruction to junior social workers on procedures, policy and legislation.	B	9
9	<b>RESPONSIBILITY FOR WELL BEING/SAFETY OF OTHERS</b> High level of care and attention to provide crisis intervention to apprehend children in abuse or neglect situations.	F	50
10	<b>SENSORY EFFORT/MULTIPLE DEMANDS</b> Focused sensory concentration to frequently listen and observe while conducting interviews to determine child abuse or neglect.	C	12
11	<b>PHYSICAL EFFORT</b> Relatively heavy physical effort to regularly lift and carry children of moderate weight.	D	18
12	<b>SURROUNDINGS</b> Exposure to unpleasant dealings with angry, abusive or abused clients in child abuse/neglect cases almost always.	D	9
13	<b>HAZARDS</b> Significant exposure to hazards from frequently working around abusive parents or children in crisis who may react violently.	D	9

**Total Points: 859.5**

**Level: Range 24**