

**Benchmark Title****ADDICTIONS COUNSELLOR****Job Summary**

Provides prevention, assessment, referral, counselling and follow-up services to individuals and family members affected by abuse of alcohol, drugs and gambling.

**Key Duties and Responsibilities**

1. Conducts comprehensive assessments, develops treatment plans and makes referrals to other programs or agencies as required.
2. Provides individual, family and group counselling using therapeutic techniques drawn from theoretical frameworks such as family systems, solutions-focused, narrative and psychodynamic group work.
3. Assists clients to live without depending on addictive substances and activities. Teaches and assists clients in developing life skills and community survival skills. Engages clients in acceptable recreational and social activities in the community.
4. Develops and facilitates support groups for clients and/or their families as required.
5. Reviews and evaluates client's progress and makes adjustments to treatment plans as required. Provides feedback and support to clients and/or their families.
6. Develops and provides prevention and education activities in the community such as workshops, as required.
7. Maintains liaison with other agencies, professionals, ministries and the community.
8. Maintains client records and provides statistics and reports as required.
9. Performs other related duties as required.

**Qualifications*****Education and Knowledge***

Bachelor's degree in a related human / social service field.

***Training and Experience***

Two (2) years recent related experience, including training or experience in addictions work.

Or an equivalent combination of education, training and experience.

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

**BENCHMARK TITLE: Addictions Counsellor**

| FACTOR              | REASON FOR CLASSIFICATION  | DEGREE | POINTS     |
|---------------------|--|--------|------------|
| 1                   | Education and Knowledge – Requires a Bachelor’s degree   | 6      | 113        |
| 2                   | Training and Experience – Requires 2 years recent related experience including training or experience in addictions work   | 4      | 100        |
| 3                   | Physical Demands – Often involves very light physical exertion in writing reports  | 2      | 14         |
| 4                   | Concentration – Often listens to clients to interpret client needs and behaviour; often requires a very high level of mental demands to define problems and develop treatment plans                                  | 6      | 50         |
| 5                   | Independence – Guided by addictions counselling standards, develops treatment plan, provides counselling using therapeutic techniques and evaluates progress   | 5      | 71         |
| 6                   | Judgement – Reviews and evaluates clients’ progress and modifies treatment plans and counselling techniques to move towards treatment goals  | 6      | 86         |
| 7                   | Leadership/Supervision – Little or no responsibility   | 1      | 20         |
| 8                   | Accountability – Work is evaluated for compliance to addictions counselling standards – work has direct impact on client service; errors may result in substantial loss of time in terms of delay in client progress | 5      | 71         |
| 9                   | Communication – Provides therapeutic counselling to clients who do not normally co-operate   | 6      | 86         |
| 10                  | Care of Individuals – Work involves individual, group and family counselling using therapeutic techniques  | 5      | 50         |
| 11                  | Environment/Working Conditions – Often exposed to moderately undesirable working conditions in the form of dealings with clients who are uncooperative and/or have behavioural issues.                               | 5      | 42         |
| <b>Total Points</b> |  |        | <b>703</b> |

**Benchmark Title****ADULT, YOUTH AND/OR CHILD COUNSELLOR****Job Summary**

Assesses client problems. Develops and implements counselling plans for individuals, groups and families. Plans and conducts individual and/or group counselling sessions using a variety of therapeutic counselling techniques. Provides skill building in problem areas. Provides case management services.

**Key Duties and Responsibilities**

1. Gathers information relevant to clients' problems by interviewing, observing behaviour, meeting with caregivers and service providers and using a variety of inventories, checklists and questionnaires. Conducts structured analyses of the information gathered to provide an assessment of client's problems.
2. Develops and implements counselling plans and intervention using a variety of therapeutic counselling techniques drawn from theoretical frameworks such as family systems, solution-focused, narrative, psycho-dynamic group work, and advanced group counselling techniques to resolve the assessed problems.
3. Monitors client's progress and provides follow-up planning.
4. Evaluates the effectiveness of counselling plans, reports clients' progress, and discusses case management and related concerns with therapists, social workers, peers or other professionals.
5. Provides case management services and consultation to other service providers. Provides information on and refers clients to other community service providers, resources or professionals as required.
6. Provides skill building in areas of parenting skills, anger management or self-management techniques.
7. Maintains related records and statistics and provides reports to the supervisor as required.
8. Liaises with and/or promotes the interests of clients with other community service providers, professionals or school personnel as required.
9. Performs other related duties as required.

**Qualifications*****Education and Knowledge***

Bachelor's degree in a related human / social service field.

***Training and Experience***

Two (2) years recent related experience.

Or an equivalent combination of education, training and experience.

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

**BENCHMARK TITLE:     Adult, Youth and/or Child Counsellor**

| FACTOR              | REASON FOR CLASSIFICATION  | DEGREE | POINTS     |
|---------------------|--|--------|------------|
| 1                   | Education and Knowledge – Requires a bachelor’s degree in a related human/social service field   | 6      | 113        |
| 2                   | Training and Experience – Requires 2 years recent related experience   | 4      | 100        |
| 3                   | Physical Demands – Often involves very light physical exertion in writing reports  | 2      | 14         |
| 4                   | Concentration – Often listens to patients to interpret client needs and behaviour; often requires a very high degree of mental demands to define problems and develop treatment plan | 6      | 50         |
| 5                   | Independence – Guided by social work standards, develops and implements direct intervention and evaluates effectiveness  | 5      | 71         |
| 6                   | Judgement – Reviews and evaluates clients’ progress and modify treatment plans and counselling techniques to move towards treatment goals  | 6      | 86         |
| 7                   | Leadership/Supervision – Little or no responsibility   | 1      | 20         |
| 8                   | Accountability – Work is evaluated for compliance to social work standards; considerable loss of time can be caused by work methods  | 5      | 71         |
| 9                   | Communication – Counsels clients requiring advanced techniques   | 6      | 86         |
| 10                  | Care of Individuals – Work involves conducting group therapy programs and providing interventions  | 5      | 50         |
| 11                  | Environment/Working Conditions – Often involves unpleasant dealings with upset, angry, demanding or unpredictable people   | 5      | 42         |
| <b>Total Points</b> |  |        | <b>703</b> |

**Benchmark Title****CHILDREN WHO WITNESS ABUSE  
COUNSELLOR 1****Job Summary**

Provides counselling, education and advocacy support to children between the ages of 3 and 18 who have witnessed domestic violence. Provides emotional and parenting support for parents regarding the impact on their children of witnessing violence.

**Key Duties and Responsibilities**

10. Interviews clients, prepares case histories and outlines services provided by the organization. Refers clients to more appropriate programs if needed.
11. Assesses the impact of witnessing abuse on the child, the group readiness of the child and the support needs of the abused parent.
12. Develops and conducts psycho-educational support groups for children.
13. Conducts individual counselling sessions with the child and/or individual members of his/her family using techniques such as active listening, conflict resolution and psycho-education; provides emotional support.
14. Provides emotional and parenting support and referral services for parents.
15. Conducts post group interviews with children and/or their families. Recommends follow-up services where necessary and makes appropriate referrals.
16. Maintains related records, statistics and prepares reports as required.
17. Maintains current knowledge of issues and resources related to abuse and violence. Provides presentations and public awareness activities about services and issues.
18. Performs other related duties as required.

**Qualifications*****Education and Knowledge***

Bachelor's degree in a related human / social service field.

***Training and Experience***

Two (2) years recent related experience.

Or an equivalent combination of education, training and experience.

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

**BENCHMARK TITLE: Children Who Witness Abuse Counsellor 1**

| FACTOR              | REASON FOR CLASSIFICATION  | DEGREE | POINTS     |
|---------------------|--|--------|------------|
| 1                   | Education and Knowledge – Requires a bachelor’s degree in a related human/social service field   | 6      | 113        |
| 2                   | Training and Experience – Requires 2 years recent related experience   | 4      | 100        |
| 3                   | Physical Demands – Occasionally lifts and carries moderate weight children   | 3      | 21         |
| 4                   | Concentration – Often listens to clients to interpret client needs and behaviour, to assess the impact of witnessing abuse on child and the support needs of the child   | 6      | 50         |
| 5                   | Independence – Guided by social work/psychology standards, applies accepted work methods in a different way to provide counselling, education, and advocacy to children who have witnessed domestic violence                           | 5      | 71         |
| 6                   | Judgement – Apply analysis and interpretation of client’s problems and choose an approach using accepted counselling techniques to assess impact on the child and conduct individual counselling sessions                              | 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   | 4      | 57         |
| 9                   | Communication – Uses influence or persuasion techniques to provide counselling to clients who may not cooperate  | 5      | 71         |
| 10                  | Care of Individuals – Work involves conducting individual counselling sessions   | 5      | 50         |
| 11                  | Environment/Working Conditions – Often exposed to moderately undesirable working conditions in the form of dealings with clients who have witnessed domestic violence and who are uncooperative or otherwise have behavioural problems | 5      | 42         |
| <b>Total Points</b> |  |        | <b>666</b> |

**Benchmark Title****CHILDREN WHO WITNESS ABUSE  
COUNSELLOR 2****Job Summary**

Provides counselling, education and advocacy support to children between the ages of 3 and 18 who have witnessed domestic violence. Provides emotional and parenting support for parents regarding the impact on their children of witnessing violence.

**Key Duties and Responsibilities**

1. Interviews clients, prepares case histories and outlines services provided by the organization. Refers clients to more appropriate programs if needed.
2. Assesses the impact of witnessing abuse on the child, the group readiness of the child and the support needs of the abused parent.
3. Develops and conducts psycho-educational support groups for children. Develops and conducts support groups based on Art Therapy training.
4. Conducts individual counselling sessions with the child and/or individual members of his/her family using techniques such as active listening, conflict resolution and psycho-education; provides emotional support. Uses Art Therapy according to level of training.
5. Provides emotional and parenting support and referral services for parents.
6. Conducts post group interviews with children and/or their families. Recommends follow-up services where necessary and makes appropriate referrals.
7. Maintains related records, statistics and prepares reports as required.
8. Maintains current knowledge of issues and resources related to abuse and violence. Provides presentations and public awareness activities about services and issues.
9. Performs other related duties as required.

**Qualifications*****Education and Knowledge***

Bachelor's degree in a related human / social service field plus enrolment in an Art Therapy graduate Diploma program.

***Training and Experience***

Three (3) years recent related experience, including enrolment in an Art Therapy graduate Diploma program.

Or an equivalent combination of education, training and experience.

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

**BENCHMARK TITLE: Children Who Witness Abuse Counsellor 2**

| FACTOR              | REASON FOR CLASSIFICATION  | DEGREE | POINTS     |
|---------------------|--|--------|------------|
| 1                   | Education and Knowledge – Requires a bachelor’s degree in a related human/social service field   | 6      | 113        |
| 2                   | Training and Experience – Requires 3 years recent related experience, including enrolment in an Art Therapy graduate Diploma program.  | 4      | 125        |
| 3                   | Physical Demands – Occasionally lifts and carries moderate weight children   | 3      | 21         |
| 4                   | Concentration – Often listens to clients to interpret client needs and behaviour, to assess the impact of witnessing abuse on child and the support needs of the child   | 6      | 50         |
| 5                   | Independence – Guided by social work/psychology standards, applies accepted work methods in a different way to provide counselling, education, and advocacy to children who have witnessed domestic violence                           | 5      | 71         |
| 6                   | Judgement – Apply analysis and interpretation of client’s problems and choose an approach using accepted counselling techniques to assess impact on the child and conduct individual counselling sessions                              | 5      | 71         |
| 7                   | Leadership/Supervision – Little or no responsibility   | 1      | 20         |
| 8                   | Accountability – Work is evaluated to art therapy and psychological standards, work has a direct impact on client service; errors may result in substantial loss of time in terms of delay in client progress.                         | 4      | 71         |
| 9                   | Communication – Uses influence or persuasion techniques to provide counselling to clients who may not cooperate  | 5      | 71         |
| 10                  | Care of Individuals – Work involves conducting individual counselling sessions   | 5      | 50         |
| 11                  | Environment/Working Conditions – Often exposed to moderately undesirable working conditions in the form of dealings with clients who have witnessed domestic violence and who are uncooperative or otherwise have behavioural problems | 5      | 42         |
| <b>Total Points</b> |  |        | <b>705</b> |

**Benchmark Title****EMPLOYMENT COUNSELLOR****Job Summary**

Assesses clients' interests, skills, abilities and work readiness. Finds and advises clients of employment opportunities. Supports and provides skill development to clients in areas related to obtaining and retaining employment.

**Key Duties and Responsibilities**

1. Assesses clients' interests, skills, abilities and readiness as they relate to obtaining and retaining employment and identifies barriers to employment.
2. Finds employment opportunities for clients. Contacts potential employers in order to obtain job leads, promote the program and develop relationships.
3. Provides clients with information on employment opportunities that are compatible with their interests, skills and abilities by analyzing available jobs and identifying specific tasks to match jobs to clients.
4. Provides support and skill development in areas related to obtaining employment such as job search strategies, job application, resume writing and interview skills.
5. Maintains and provides current employment-related information such as labour market information, employment standards regulations and information on other community resources and services.
6. Conducts group sessions such as information sessions, workshops and job finding clubs.
7. Follows up job placements by assisting employers to work with clients through orientation and education.
8. Maintains related records in accordance with established policies and guidelines and produces reports as required.
9. Liaises with community service providers in order to promote the program.
10. 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: Employment Counsellor

| FACTOR       | REASON FOR CLASSIFICATION   | DEGREE | POINTS |
|--------------|---|--------|--------|
| 1            | Education and Knowledge – Requires a diploma in human services such as Human Service Worker or Community Support Worker   | 4      | 75     |
| 2            | Training and Experience – Requires 1 year recent related experience   | 3      | 75     |
| 3            | Physical Demands – Work often involves very light physical exertion such as writing and keyboarding   | 2      | 14     |
| 4            | Concentration – Often requires a high level of concentration to assess clients' interests, skills to provide valid information to clients; tasks involve different but related procedures and methods | 5      | 42     |
| 5            | Independence – Guided by program guidelines, applies accepted work methods in different ways to provide employment opportunities, assess client and provide support and skill development             | 5      | 71     |
| 6            | Judgement – Apply structured study and analysis to assess client abilities and choose an approach using accepted methods to assess client employment readiness, provide support and skill development | 5      | 71     |
| 7            | Leadership/Supervision – Little or no responsibility  | 1      | 20     |
| 8            | Accountability – Direct impact on service provided – work is evaluated for appropriateness and compliance to employment standards – limited impact outside agency to Employers                        | 4      | 57     |
| 9            | Communication – Secures cooperation of Employers by persuading them to provide employment opportunities   | 5      | 71     |
| 10           | Care of Individuals – Work involves assessing client's interests, skills, abilities, and readiness for employment; providing guidance and skill building  | 4      | 40     |
| 11           | Environment/Working Conditions – Once in a while exposed to moderately undesirable working conditions in the form of unpleasant dealings with employers and clients who are uncooperative or upset    | 3      | 25     |
| Total Points |   |        | 561    |

**Benchmark Title****E.S.L. INSTRUCTOR****Job Summary**

Plans and delivers English as a Second Language for Adults in a classroom setting. Conducts periodic evaluation of students' performance and progress.

**Key Duties and Responsibilities**

1. Develops and prepares instructional objectives, lesson plans, teaching aids and materials for classes which conform to the program curriculum. Customizes instructional objectives and lesson plans to students' pre-existing level of skills and knowledge.
2. Teaches skills and/or knowledge to students in a classroom setting. Organizes activities such as field trips and talks by guest speakers to supplement classroom instruction.
3. Participates in curriculum development by evaluating the curriculum on an ongoing basis and recommending changes to the supervisor.
4. Conducts evaluation of, and produces reports on students' performance and progress. Administers entry, exit and periodic testing.
5. Maintains records such as student attendance and field trip forms. Produces and submits periodic reports such as statistical summaries and reports on class activities in accordance with established policies and procedures.
6. Provides direction and guidance to, and coordinates the activities of program assistants, practicum students and/or volunteers.
7. Responds to student issues and concerns which arise or are identified during classes. Refers problems to the supervisor as necessary.
8. Maintains current knowledge of developments in fields related to the program.
9. Obtains feedback from students regarding course content and delivery.
10. Performs other related duties as required.

**Qualifications*****Education and Knowledge***

Bachelor's degree in Education, English or a related field, including training / experience teaching English As A Second Language.

***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: E.S.L. Instructor**

| FACTOR       | REASON FOR CLASSIFICATION  | DEGREE | POINTS |
|--------------|--|--------|--------|
| 1            | Education and Knowledge – Requires a bachelor’s degree in Education, English or a related field  | 6      | 113    |
| 2            | Training and Experience – Requires three years recent related experience   | 5      | 125    |
| 3            | Physical Demands – Work often involves very light physical exertion such as sustained periods of standing  | 4      | 28     |
| 4            | Concentration – Almost always listens to students to respond to questions  | 5      | 42     |
| 5            | Independence – Guided by teaching standards and curriculum; applies accepted work methods in different ways to plan and deliver educational programs and participate in curriculum development and evaluation                            | 5      | 71     |
| 6            | Judgement – Modifies instructional methods and customizes instructional objectives and lesson plans to students’ pre-existing level of skills and knowledge; – evaluates student progress and makes recommendations to adjust curriculum | 6      | 86     |
| 7            | Leadership/Supervision – Provides work direction to teaching assistants, practicum students and/or volunteers  | 3      | 60     |
| 8            | Accountability – Work performed and decisions made have direct impact on the service provided and beyond the agency and students; evaluated for appropriateness and conformity to program policies                                       | 5      | 71     |
| 9            | Communication – Teaching involves responsibility for communicating with students with a variety of skills and knowledge  | 6      | 86     |
| 10           | Care of Individuals – Plans and delivers ESL for adults  | 3      | 30     |
| 11           | Environment/Working Conditions – Occasionally faces time pressures to finish specific tasks such as exam marking   | 2      | 17     |
| Total Points |  |        | 729    |

**Benchmark Title****FAMILY COUNSELLOR****Job Summary**

Assesses clients and their families. Develops, implements and evaluates family-based intervention plans; participates in the development, implementation and evaluation of client service plans with the integrated case management team.

**Key Duties and Responsibilities**

1. Interviews clients and families, prepares case histories, assesses problems and outlines services provided by the organization. Provides information on and referral to other community service providers, resources and professionals as required.
2. Develops family-based intervention plans; participates in the development of client service plans with the integrated case management team.
3. Plans, prepares and conducts individual, group or family counselling sessions using therapeutic techniques drawn from theoretical frameworks such as family systems, solutions-focused, narrative, psycho-dynamics. Provides crisis intervention and ongoing assessment as required.
4. Provides support and guidance to clients and families; facilitates positive family communication, assists clients in making positive changes and solving problems related to family functioning.
5. Provides parenting skill building to clients on issues such as parent-child interaction, child development, discipline and guidance, and behaviour management.
6. Provides emotional support and feedback to clients.
7. Participates in integrated case management meetings or meet with professionals and social workers on a regular basis to report clients' activities and progress, discuss case planning issues and concerns, and evaluate the effectiveness of the counselling intervention.
8. Maintains related records and statistics. Produces reports such as intake, progress and discharge in accordance with established policies and guidelines.
9. Liaises with other community service providers, professionals to coordinate services and to ensure that interests of clients is considered in decisions affecting them. Accompanies clients to meetings and appointments as required.
10. Performs other related duties as required.

**Qualifications*****Education and Knowledge***

Bachelor's degree in a related human / social service field.

***Training and Experience***

Two (2) years recent related experience.

Or an equivalent combination of education, training and experience.

# COMMUNITY SOCIAL SERVICES JOB EVALUATION PLAN

## RATING RATIONALE

**BENCHMARK TITLE:** Family Counsellor

| FACTOR       | REASON FOR CLASSIFICATION   | DEGREE | POINTS           |
|--------------|---|--------|------------------|
| 1            | Education and Knowledge – Requires a bachelor’s degree in Psychology  | 6      | 113              |
| 2            | Training and Experience – Requires 2 years recent related experience  | 4      | 100              |
| 3            | Physical Demands – Often involves very light physical exertion in writing reports   | 2      | 14               |
| 4            | Concentration – Often listens to clients to interpret client needs and behaviour; often requires a very high level of mental demand to define problems and develop treatment plans                                      | 6      | 50               |
| 5            | Independence – Guided by psychology standards; applies accepted work methods in different ways to develop, implement, and evaluate family based intervention plans  | 5      | <del>70</del> 71 |
| 6            | Judgement – Reviews and evaluates clients’ programs and modifies treatment plans and counselling techniques to move towards treatment goals   | 6      | 86               |
| 7            | Leadership/Supervision – Little or no responsibility  | 1      | 20               |
| 8            | Accountability – Work is evaluated for compliance to social work and psychology standards, work has direct impact on client service; errors may result in substantial loss of time in terms of delay in client progress | 5      | 71               |
| 9            | Communication – Provides therapeutic counselling to clients who do not normally cooperate   | 6      | 86               |
| 10           | Care of Individuals – Work involves conducting group therapy programming and providing interventions  | 5      | 50               |
| 11           | Environment/Working Conditions – Often exposed to moderately undesirable working conditions in the form of unpleasant dealings with clients who are uncooperative or have behavioural problems                          | 5      | 42               |
| Total Points |   |        | 703              |

**Benchmark Title****INFANT DEVELOPMENT CONSULTANT****Job Summary**

Provides a variety of home-based assessment, planning and implementation services to infants (infant to 3 years old) with or at risk of developmental delay and disability and their families which facilitates the development of the infant.

**Key Duties and Responsibilities**

1. Interviews clients and families, assesses problems and outlines services provided by the organization. Refers clients to more appropriate programs if required.
2. Assists families in determining goals for their infants and the means of attaining them. Plans, develops and implements support plans to meet these ends. Provides parenting skills training. Guides parents in activities specific to the needs of the infant.
3. Evaluates, in conjunction with the family, the effectiveness of programs and clients' progress. Resolves identified problems and moves towards defined objectives. Assesses the results of the program(s) and makes adjustments to programs.
4. Records home visits and ensures that parents and professionals involved with the family are sent bi-annual reports regarding the infant's progress.
5. Maintains accurate reports and records on clients and provides monthly reports. Ensures all required documentation is complete. Participates in case planning with therapists and social workers.
6. Refers clients to other resources such as parent groups, therapists and community groups.
7. Provides up-to-date resource materials and lists of generic services related to developmentally delayed children.
8. Provides liaison with other resources and professionals with regard to co-ordinating services to clients and in supporting transition to other services.
9. Provides liaison, education and advocacy for and with community agencies and neighbours on issues concerning the program. May be involved in fund-raising or public relations events.
10. Continues professional development by reading, course work, sharing information with other professionals.
11. Performs other related duties as required.

**Qualifications*****Education and Knowledge***

Bachelor's degree in a field related to child development.

***Training and Experience***

Two (2) years recent related experience.

Or an equivalent combination of education, training and experience.

# COMMUNITY SOCIAL SERVICES JOB EVALUATION PLAN

## RATING RATIONALE

**BENCHMARK TITLE:**     **Infant Development Consultant**

| FACTOR              | REASON FOR CLASSIFICATION  | DEGREE | POINTS     |
|---------------------|--|--------|------------|
| 1                   | Education and Knowledge – Requires a Bachelor’s Degree in a field related to child development   | 6      | 113        |
| 2                   | Training and Experience – Requires up to 2 years recent related experience   | 4      | 100        |
| 3                   | Physical Demands – Occasionally lifts and carries moderate weight children   | 3      | 21         |
| 4                   | Concentration – Often listens to clients and families to assess problems, determine goals, plans, develops and implements support plans which involve a variety of unrelated processes and methods and very high degree of mental demands to define problems and form valid solutions. | 6      | 50         |
| 5                   | Independence – Guided by professional standards and guidelines from the agency; applies accepted work methods in a different way to develop, implement and evaluate support plans for developmentally delayed and disabled infants   | 5      | 71         |
| 6                   | Judgement – Judgement required to modify methods and techniques to develop, implement, and evaluate individualized support plans   | 6      | 86         |
| 7                   | Leadership/Supervision – Provides orientation and guidance to caregivers on the support needs of children  | 2      | 40         |
| 8                   | Accountability – Work has direct impact on the service provided; evaluated for compliance to standards of the profession; errors may result in substantial loss of time in terms of delay in client progress   | 5      | 71         |
| 9                   | Communication – Uses influencing or persuasion skills in providing guidance to parents on issues related to child development, resolves problems and moves toward defined objectives   | 5      | 71         |
| 10                  | Care of Individuals – Provides assessments, individualized support plans and follow up services to infants and their families  | 4      | 40         |
| 11                  | Environment/Working Conditions – Sometimes exposed to moderately undesirable working conditions in the form of unpleasant dealings with uncooperative clients or parents   | 4      | 33         |
| <b>Total Points</b> |  |        | <b>696</b> |

**Benchmark Title****STOPPING THE VIOLENCE COUNSELLOR****Job Summary**

Provides counselling to women who have been victims of various forms of abuse.

**Key Duties and Responsibilities**

1. Assesses the safety of the clients and their children and supports clients in reducing safety risks.
2. Interviews clients, prepares case histories, assesses problems and outlines services provided by the organization.
3. Provides individual and group counselling to clients from a feminist and trauma-based perspective using techniques such as therapeutic group counselling and self-skill workshops.
4. Provides information on and referrals to other community service providers, resources and professionals as required.
5. Facilitates the creation of group counselling / therapeutic groups in shelters and in the community.
6. Participates in or initiates case conferences with other professionals as required.
7. Maintains related records and statistics and produces reports as required.
8. Maintains current knowledge of issues and resources related to abuse and violence. Conducts presentations and public awareness activities about services and issues.
9. Performs other related duties as required.

**Qualifications*****Education and Knowledge***

Bachelor's degree in a related human / social service field.

***Training and Experience***

Two (2) years recent related experience.

Or an equivalent combination of education, training and experience.

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

**BENCHMARK TITLE: Stopping the Violence Counsellor**

| FACTOR              | REASON FOR CLASSIFICATION   | DEGREE | POINTS     |
|---------------------|---|--------|------------|
| 1                   | Education and Knowledge – Requires a Bachelor’s Degree in a related human / social service field  | 6      | 113        |
| 2                   | Training and Experience – Requires 2 years recent related experience  | 4      | 100        |
| 3                   | Physical Demands – Often involves very light physical exertion in writing reports; freedom of movement exists   | 2      | 14         |
| 4                   | Concentration – Often listens to clients to interpret needs and behaviour; often requires a very high degree of mental demands to define problems and provide individual and group counselling to clients   | 6      | 50         |
| 5                   | Independence – Guided by social work standards; applies accepted counselling techniques to provide individual and group counselling to women who have been victims of abuse                                 | 5      | 71         |
| 6                   | Judgement – Modifies counselling techniques in working with women who have experienced abuse to provide counselling from a feminist and trauma based perspective  | 6      | 86         |
| 7                   | Leadership/Supervision – Little or no responsibility  | 1      | 20         |
| 8                   | Accountability – Work is evaluated for compliance to social service standards; Work has direct impact on client service; errors may result in substantial loss of time in terms of delay in client progress | 5      | 71         |
| 9                   | Communication – Provides counselling to clients who may or may not be cooperative   | 6      | 86         |
| 10                  | Care of Individuals – Provides psychological services to individuals and groups using therapeutic techniques  | 5      | 50         |
| 11                  | Environment/Working Conditions – Often exposed to moderately undesirable working conditions in the form of unpleasant dealings with clients who are uncooperative, upset, angry or demanding                | 5      | 42         |
| <b>Total Points</b> |   |        | <b>703</b> |

## Benchmark Title

# **SUPPORTED CHILD CARE CONSULTANT**

## Job Summary

Develops individual plans for children who require extra support in conjunction with parents and child care providers. Supports families in making child care decisions. Supports and coordinates the services of child care and other community service providers to facilitate the inclusion of children who require extra support in child care settings.

## Key Duties and Responsibilities

1. Conducts observation of and gathers information on children who require extra support. Determines the children's type and level of support needs using the Support Guide and in consultation with parents, child care providers and other professionals.
2. Develops child-specific, family-centred and developmentally appropriate individual plans in conjunction with parents and child care providers and in accordance with the choices, priorities and goals identified by the parents and/or child care providers. Facilitates the joint plan development process.
3. Provides families with information on child care options and other community resources. Supports families in assessing and choosing services for their children and in self-advocacy.
4. Supports child care providers' inclusion of children who require extra support by performing duties such as supporting the development and implementation of inclusive philosophies, practices, policies and procedures, providing on-site, child-specific training, consultation and modelling, and providing information on child care and community resources.
5. Assists child care providers in accessing short-term and intermittent extra staffing support that facilitates inclusion based on the required types and level of support. May provide relief coverage for child care workers as required and to enable staff participation in child-specific training and support activities.
6. Facilitates the transition to and from supported child care by involving parents, child care and other health, education and community service providers.
7. Evaluates the children's progress, reviews the level of support needs and individual plans, and ensures that services are coordinated, appropriate and accessible.
8. Develops, locates and provides information to families, child care providers and the public on topics related to inclusive child care and children who require extra support through workshops, presentations and written materials.
9. Maintains related records and in accordance with established policies and procedures.
10. Performs other related duties as required.

## Qualifications

### *Education and Knowledge*

Bachelor's degree in a field related to child development.

### *Training and Experience*

Two (2) years recent related experience.

Or an equivalent combination of education, training and experience.

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

**BENCHMARK TITLE:     Supported Child Care Consultant**

| <b>FACTOR</b>       | <b>REASON FOR CLASSIFICATION</b>  | <b>DEGREE</b> | <b>POINTS</b> |
|---------------------|---|---------------|---------------|
| <b>1</b>            | Education and Knowledge – Requires a Bachelor's degree in a field related to child development  | 6             | 113           |
| <b>2</b>            | Training and Experience – Requires 2 years recent related experience  | 4             | 100           |
| <b>3</b>            | Physical Demands – Occasionally lifts and carries moderate weight children while providing relief coverage for Early Childhood Educators  | 3             | 21            |
| <b>4</b>            | Concentration – Often listens to clients and families to assess problems, determine goals, plans, develops and implements support plans which involve a variety of unrelated processes and methods  | 6             | 50            |
| <b>5</b>            | Independence – Guided by community child care standards, applies accepted Early Childhood Education methods in different way to develop, monitor and implement support plans for special needs children   | 5             | 71            |
| <b>6</b>            | Judgement – Applies analysis and interpretation of special needs children's support needs and chooses an approach using a combination of accepted assessment techniques and child development methods to develop family-centred support plans for clients | 5             | 71            |
| <b>7</b>            | Leadership/Supervision – Provides advice and guidance to program assistants regarding the support needs of special needs children   | 3             | 60            |
| <b>8</b>            | Accountability – Work has direct impact on the service provided; work evaluated for compliance to standards of the profession; errors may result in substantial loss of time in terms of delay in client progress   | 5             | 71            |
| <b>9</b>            | Communication – Using influence and persuasion techniques, secures the co-operation of families and child care providers regarding requirements of children who require extra support   | 5             | 71            |
| <b>10</b>           | Care of Individuals – Provides individualized support plans for children who require extra support  | 4             | 40            |
| <b>11</b>           | Environment/Working Conditions – Once in a while exposed to moderately undesirable working conditions in the form of unpleasant dealings with uncooperative children or families  | 3             | 25            |
| <b>Total Points</b> |   |               | <b>693</b>    |

**Benchmark Title****VOCATIONAL COUNSELLOR****Job Summary**

Develops, implements, monitors and evaluates training plans in a variety of work settings designed to meet clients' vocational, social and daily living goals.

**Key Duties and Responsibilities**

1. Identifies clients' interests, skills and abilities by conducting interviews and consulting caregivers.
2. Develops, with the participation of clients, training plans, including pre-employment skill development, designed to meet the individual's goals in the areas of daily living and social skills and job readiness. Implements, monitors, evaluates and modifies training plans.
3. Trains, supports and monitors clients in a variety of work settings in areas such as work skills, proper hygiene, product quality, quantity and service expectations.
4. Provides reports on clients' skill level and progress to the supervisor and other caregivers and makes recommendations on modifications to the goals.
5. Locates employers in local businesses, industries and community agencies that match the interests, skills and abilities of clients. Encourages employers to participate in placements.
6. Encourages client participation in community activities and encourages relationships and friendships in the community.
7. Follows up job placements by assisting employers to work with clients through problem solving and troubleshooting.
8. Liaises with community service providers in order to promote the program.
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:** Vocational Counsellor

| 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 – Often kneels, bends, crouches or reaches while working with clients in work settings   | 4      | 28     |
| 4            | Concentration – Often requires a high level of concentration to assess clients' interests and skills to provide valid information to clients; tasks involve different but related processes and methods     | 5      | 42     |
| 5            | Independence – Guided by general procedures or instructions, selects from alternative courses of action to develop training plans to assist clients to meet vocational, social and daily living goals       | 4      | 57     |
| 6            | Judgement – Assesses client's interest, skills and abilities and chooses an approach using accepted vocational training techniques to develop, implement and evaluate training plans to meet client's goals | 4      | 57     |
| 7            | Leadership/Supervision – Trains and coordinates work assignments for client workers   | 2      | 40     |
| 8            | Accountability – Impact goes beyond the agency to employers' work sites where client actions may have an influence on their operations  | 5      | 71     |
| 9            | Communication – Using persuasion and influencing techniques secures the cooperation of employers who may not be cooperative to participate in client placement  | 5      | 71     |
| 10           | Care of Individuals – Develops training plans to meet clients' goals with respect to daily living, social skills and job readiness; train, support and monitor clients in work skills, proper hygiene, etc. | 4      | 40     |
| 11           | Environment/Working Conditions – Sometimes exposed to moderately undesirable working conditions in the form of unpleasant dealings with upset or angry people   | 4      | 33     |
| Total Points |   |        | 589    |