

# Foundry Family Services Worker

**Reports to:** Program Manager/Clinical Supervisor

**Location:**

**Updated:** August 2022

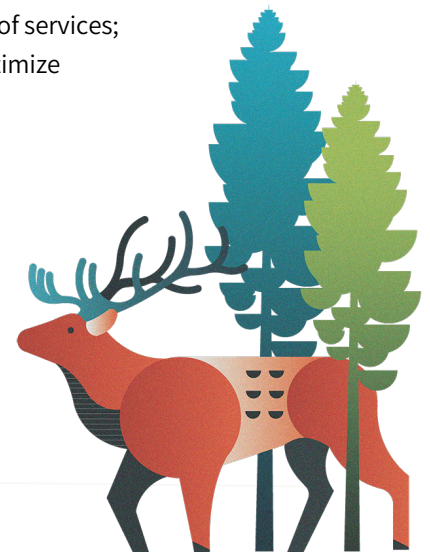
## Job Summary

Foundry is removing barriers and increasing access to health and wellness services for young people ages 12–24 and their caregivers through a network of youth-friendly centres across British Columbia and online. By offering integrated mental health care, substance use services, physical and sexual health care, youth and family peer support and social services, Foundry makes it easier for young people to find support in their communities. Online resources and first-of-its-kind virtual care further broaden Foundry's reach.

The Family Services Worker (FSW) assists with the delivery of walk-in services, offers support both on a one-on-one basis and in group settings, and assists in the delivery of Foundry centre operations. The FSW provides multi-disciplinary support to families/caregivers with a focus on promoting the safety and well-being of young people through the strengthening of families and their communities. Delivering services in alignment with Foundry's service model, the FSW promotes holistic family health and well-being by fostering the development of respectful, collaborative relationships with families/caregivers, youth and service providers.

## Key Duties and Responsibilities

- Provides a safe, welcoming and supportive culture for families/caregivers receiving services at the centre;
- Provides direct on-site and outreach services to families/caregivers by facilitating educational groups to promote skill development and engagement; provides assessment and support to engage families/caregivers as expert partners in their co-developed care plans;
- Facilitate conversations and informal conflict resolution and mediation with young people and their family members (when indicated);
- Supports family/caregivers' completion of questionnaires, applications, referral forms and other administrative tasks as necessary;
- Collaborates with Youth and Family Peer Support Workers at the centre to optimize the youth, young adult and caregiver/family experience as it relates to the delivery of services;
- Works collaboratively with Foundry centre staff and community partners to optimize relationships between families/caregivers and service providers;
- Participates as a team member, attending team meetings, case conferences, conference calls and other organizational activities;
- Completes and maintains related records and documentation including statistics, progress reports, care plans and referrals; and
- Other duties as assigned.



## Qualifications

- A bachelor's degree in a related human service field in combination with 2 years of recent related experience or an equivalent combination of education, training and experience;
- A thorough knowledge of child and youth development, connection/attachment parenting, family dynamics, child welfare, family violence and adult educational principles;
- Awareness of, and sensitivity to, ethnic, cultural, physical, gender developmental and lifestyle diversities; and
- Excellent oral, written and interpersonal communication skills.

## Skills and Abilities

- Capacity to promote positive connections with families/caregivers at differing levels of engagement;
- Strong relationship-building and rapport-building skills;
- Assertive interpersonal communication skills with ability to respect others' perspectives;
- Empathic, caring approach, with strong active listening skills;
- Ability to understand and follow a strength-based approach for sharing challenges and co-creating solutions;
- Ability to facilitate meetings and be comfortable with public speaking;
- Broad knowledge of community resources and supports;
- Knowledge of and respect for the diversity of the British Columbia population;
- Demonstrated time management skills, accountability and reliability;
- Excellent planning, organizational and coordination skills with ability to multi-task;
- Strong written and verbal communication skills;
- Self-starter with a positive attitude and willingness to work flexible hours;
- Ability to work independently and as part of an inter-disciplinary team; and
- Basic computer skills; experience with Microsoft Word, Excel and PowerPoint.

