**Job Title:** Family Support Worker  
**Job Category:** Health and Social  

**Department/Group:** Health & Social  
**Location:** 1420 Hwy 3 Cawston  
**Travel Required:** Yes  
**Level/Salary Range:** $23-$25 DOE  
**HR Contact:** Diane Wood  
**Date posted:** June 13, 2024  
**Posting Expires:** Until filled  

**Will Train Applicant(s):** n/a  

**Position Type:** Permanent Full-Time – 37.5 hrs/wk  

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**Applications Accepted By:** COVER LETTER AND RESUME

**E-mail:** hr@lsib.net  
**Attention:** Diane Wood

**Mail:** Lower Similkameen Indian Band  
Box 100  
Keremeos, BC V0X 1N0  
**Attn:** Diane Wood

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### Job Description

**PROGRAM**  
The Health/Social Department, in collaboration with the LSIB and broader community, is responsible for increasing the capacity and sustainability of the Department and enhance engagement/ownership of the health of the Smalqmix people. The Department develops and implements health programs that incorporate the traditions, values and strengths of the Smalqmix people.

**PURPOSE OF THE POSITION**  
To provide support social services to clients including crisis intervention, behaviour management and life skills training, either on a one-to-one basis or in group environments.

**SUPERVISION RECEIVED**  
The Family Support Worker operates under the direct supervision of the Health/Social Team Lead.

**SUPERVISION EXERCISED**  
The Family Support Worker does not supervise employees.

**DUTIES AND RESPONSIBILITIES**

- Assists the Integrated Case Management team in case management by identifying potential problems and establishing effective and efficient case management protocols and procedures; provides input to counsellors and other professionals regarding the development of client program plans; and participates in internal and external case management meetings as required;
- Member of the Okanagan Nation Alliance (ONA) crisis response team;
- Interviews clients to prepare case histories and background information; assesses clients’ suitability to various programs and makes referrals to the programs and resources available within the community and off reserve;
- Delivers counselling and makes referrals for more in-depth counselling;
- Recognizes potential crisis situations; analyzes each situation and develops strategies to deal with situations; and informs the Team Lead when such incidents arise;
- Responds directly in suicidal situations or dangerous persons (within reason) or RCMP; and provides prevention and intervention support when critical or dangerous situations are identified;
- Assists clients in completing treatment referral packages; in attending appointments and providing transportation when necessary; and conducts home visits when required;
- Provides life skills and behavior management information to clients; and implements and facilitates various activities and contemporary teachings to promote healthy lifestyles for individual, family and community living;
- Compiles and maintains client and program files, reports and statistics and forwards such information to funding agencies and the Team Lead as required. Ensures that all required documentation is accurate, complete and kept secure;
- Complies with various contractual obligations with Ministry of Children and Family Development (MCFD);
- Reviews budgets monthly for all related health/social programs and prepares quarterly reports for the same programs;
- Assists the Team Lead with related health/social programs by reviewing monthly statements for accuracy, coding and scheduling;
Monitors areas of responsibility for opportunities for improvement and innovation and works proactively to implement these;
Attends departmental meetings and events as required; participates in relevant training and workshops identified by the Team Lead to enhance program services;
Ensures that service quality standards are maintained and consistently delivered in all areas of responsibility;
Develops effective working relationships with high risk youth, families, stakeholders, and co-workers by assisting in the resolution of issues and complaints and refers them to the Team Lead when required;
Maintains strict confidentiality and exercises sound judgment and discretion when dealing with sensitive issues;
Presents a professional, positive and helpful attitude at all times when interacting with clients, families, community and co-workers;
Promotes a safe work place; ensures that all established safety procedures are followed;
Carries out other duties essential to the position as directed by the Team Lead.

FINANCIAL RESPONSIBILITY
The Family Support Worker does not have financial responsibility.

EDUCATION AND EXPERIENCE
• Diploma or degree in human services or related field; and
• Minimum of 2 years’ experience as a family support worker; or
• An equivalent combination of education and experience;
• Experience delivering individual, group and crisis counselling methods;
• Experience facilitating workshops;
• Experience developing, interpreting and monitoring budgets and statistics;
• Clean criminal record check with Vulnerable Sector required;
• Valid standard first aid and CPR certificate;
• Class 5 driver’s licence and reliable vehicle plus a clean driver’s abstract is required;

KNOWLEDGE, SKILLS AND ABILITIES
• Thorough knowledge of theory, principles and practices of human service work;
• Sound knowledge of the Lower Similkameen Indian Band culture and traditions;
• Advanced interpersonal and organizational skills and extremely detail-oriented;
• Advanced verbal and written communication skills;
• Ability to interpret and apply complex legislation, regulations, policies and standards;
• Ability to provide, obtain or follow clear, concise and accurate information orally and in writing (including spelling, grammar, context and structure);
• Ability to establish and maintain respectful, cooperative and productive working relationships with a variety of individuals to complete work assignments;
• Ability to work independently with limited direction, act on own initiative, set own priorities and meet tight, changing or concurrent deadlines;
• Ability to exercise sound judgment and discretion when dealing with sensitive issues;
• Ability to deal effectively and efficiently with occasionally aggressive or demanding individuals to provide or obtain information to clarify or resolve issues;
• Ability to following safe work procedures;
Strong work ethic including the ability to take initiative; to attend work on a regular and consistent basis, and to demonstrate a collaborative approach to problem solving. COMMITTEES
Participates on a number of committees and ensures strong communication with the Lower Similkameen Community

OTHER FACTORS
Culture/Language
Respect for and working knowledge of the Syilx culture.

Personal Attributes
The Family Support Worker maintains strict confidentiality in performing his/her duties and demonstrates the following personal attributes: Integrity, Respect, Trust, Honesty, Compassion, and Accountability.

WORKING CONDITIONS
Physical Demands
• Extended periods of sitting at a desk and using a computer and other office equipment;
- Bending or stooping;
- May be required to respond to emergency after hour situations;
- Potential for conflict from participants, public or Band members;
- May be required to attend meetings and community events outside of normal office hours and may be required to travel out of town for meetings.

**Tools/Equipment**
- Uses office tools and equipment such as computers, laptops, scanners, photocopiers, calculators, fax machines, cell phones, telephones;
- Uses computer applications such as databases, electronic mail, spreadsheets, word processing.

**Time Management**
- Deadlines for preparing reports as directed by the Team Lead;
- Frequently encounters emergencies and potentially stressful situations.

**COMPETENCIES**

**Core Competencies**
- Respect/Collaboration
- Trust & Honesty/Building Trust
- Compassion
- Accountability/Taking Initiative

**Health/Social Focused Competencies**
- Adaptability
- Attitude and Commitment
- Communication (Written and Oral)
- Critical Thinking
- Customer Service
- Delivering Results (Productivity and Personal Growth)
- Functional Knowledge and Skills
- Networking and Relationship Building
- Planning, Organizing and Coordinating
- Resources and Fiscal Management
- Teamwork and Co-operation

**COMPETENCIES DEFINED**

**CORE COMPETENCIES**

**Respect/Collaboration**
RESPECT: Treats all people with dignity, respect and fairness. Resolves interpersonal conflicts constructively. Shares time, energy and knowledge with others to ensure they can succeed. INCLUSIVENESS: Demonstrates awareness and respect of cultural and individual values. Appreciates and leverages the strengths of others to accomplish goals, regardless of background. Listens to ideas from others, even when different from own. Is careful to ensure all sides are heard before reaching a conclusion.

**Trust & Honesty/Building Trust**
HONEST: Behaves and expresses oneself in an open and honest manner. Is consistent in word and actions. Tells the truth even when it is difficult. Shares information accurately, completely and appropriately.
COMMITTED: Follows through on assignments and commitments. Supports LSIB goals and initiatives. Adheres to all policies and procedures.

**Compassion**
Genuinely cares about people; is concerned with their problems; is available and ready to help; demonstrates real empathy with the joys and pains of others.

**Accountability/Taking Initiative**
Responds appropriately on own to improve outcomes, processes or measurements. Assumes responsibility and leadership when asked. Accomplishes goals independently, with little need for supervision. Takes ownership and accountability for own performance. Seeks out and/or accepts additional responsibilities in the context of the job. Identifies problems, obstacles or opportunities and takes appropriate action to address current or future problems or opportunities. Proactively doing things and not simply thinking about future actions.
**HEALTH/SOCIAL FOCUSED COMPETENCIES**

Adaptability Adapts and responds to changing conditions, priorities, technologies, and requirements. Recognizes new information and ideas with a willingness to alter opinions and behaviours. Applies versatility, reasoning, innovativeness in the face of change. Able to collaborate comfortably in a variety of situations and with diverse individuals.

Attitude and Commitment Displays a positive and professional attitude on a daily basis and when responding to a variety of workplace situations. Displays obligation and dedication to LSIB, clients and colleagues.

Communication (Written and Oral) Provides regular, consistent, and meaningful information. Listens carefully to others and ensures message is understood. Ensures important matters are shared with all appropriate parties. Communicates in a clear and concise manner. Uses appropriate grammar, pronunciation and tone to enhance understanding. Demonstrates professionalism through body language, including eye-contact and posture. Tailors communication style to needs of the recipient.

Critical Thinking Analyses and interprets data and information gathered from observation, investigations, formal and informal communication, reports, legislation, and other sources in order to develop conclusions. Reflects on past experience, organizational practices, and processes in order to determine the correct course of action. Is able to analyze the internal and external environment in order to identify current and future opportunities, challenges, and risks.

Customer Service is the ability to anticipate and meet the needs of both internal and external customers. Delivers high-quality products and services; is committed to continuous improvement. Understanding and meeting the needs of clients (clients are individuals or groups who use the department’s services).

Delivering Results (Productivity and Personal Growth) Strives to consistently achieve excellence in all tasks and goals. Maintains focus and perseveres in the face of obstacles. Uses time efficiently and responds quickly and constructively when confronted with challenges. Prioritizes tasks based on importance. Ensures job knowledge and skills are current and valuable. Receptive to feedback.

Functional Knowledge and Skills Demonstrates skills and knowledge relevant to one’s own function or work group. Applies current best practices in discipline or specialty area. Stays aware of major developments in discipline or specialty area. Recognized by customers and team members for functional knowledge and skills.

Networking and Relationship Building Effectively builds constructive, friendly, professional relationships and networks of key contacts with clients and colleagues; maintains partnerships that can provide information, assistance, and support.

Planning, Organizing and Coordinating involves proactively planning, establishing priorities and allocating resources. It is expressed by developing and implementing increasingly complex plans. It also involves monitoring and adjusting work to accomplish goals and deliver to the organization’s mandate.

Resources and Fiscal Management Uses resources such as human capital, supplies, products, materials, and other useable items effectively and with foresight to available and limited funds.

Teamwork and Co-operation is the ability to work co-operatively within diverse teams, work groups and across the organization to achieve group and organizational goals.

**For More Information on this Job Posting Please visit www.lsib.net**