



# Family & Children's Services of Renfrew County

*Together, A Caring Community.*

## Supervised Access Worker

**Department:** Child Welfare

**Accountability:** Supervisor

**Location:** Renfrew, ON

Family & Children's Services of Renfrew County is a multi-service agency committed to providing preventative, protective and socially inclusive services and programming that empower and strengthen everyone. We are focused on cultivating a team-oriented work environment where everyone thrives. Our goal is to develop and strengthen collaborative partnerships to increase availability, accessibility and quality of care to our communities. Our agency commitments include: moving forward Anti-Oppressive Practice, French Language Services and working alongside our Indigenous Communities.

### **POSITION SUMMARY:**

The incumbent will assist with the daily operation of the service by completing exchanges and visits. The incumbent will work a flexible work schedule of no more than 17 hours per week, which will mainly include evening and weekend hours. The work schedule will be designed to meet the needs of the service and the client population.

### **DUTIES PERFORMED BY A SUPERVISED ACCESS WORKER ON A REGULAR BASIS:**

- Adhere to all FCSRC policies and procedures, Ministry Regulations, Standards, Directives and relevant legislation.
- Maintain strict confidentiality of all client information and conduct all duties within the boundaries of professional client relationships.
- Provide continuous supervision to visiting persons with their children during supervised access visits.
- Provide assistance with exchanges between residential and visiting persons.
- Assist with paperwork including recording of all contacts with clients, telephone logs and interactions of the clients in the visits or exchanges as well as filing and photocopying as needed. The incumbent will also assist with other office duties including reception, responding to telephone inquiries, inputting of client data into both the Ministry of the Attorney General database and Microsoft Word documents and rescheduling of visits or exchanges when required.
- Open, maintain and close client files, under the direction of the Supervisor.

- Participate in regular supervisory and team meetings (monthly or as required by the Supervisor)
- Maintain a broad knowledge of the resources available in Renfrew County.
- Liaison with community professionals as required.
- Provide information to the Coordinator concerning client needs, requests or complaints.
- Deal effectively with job-related stress and promote positive relationships between Supervised Access Staff, as well as other agency staff.
- Undertake other duties outlined by the Supervisor.
- Responsible for the completion of other related tasks as assigned.

#### **PERFORMANCE INDICATORS**

- Demonstrated use of Signs of Safety Model (principles, philosophy, tools) in case planning and recording.
- Demonstrate a commitment to the philosophy, goals and objectives of Supervised Access Services.

#### **SKILL REQUIREMENTS:**

- Ability to identify systemic barriers to equity and anti-oppressive practices and apply this lens to your work with FCSRC.
- Knowledge, experience, and understanding of the culture, history and current oppressions experienced by marginalized groups.
- Ability to understand and apply anti-colonial, anti-racist, anti-ableist, anti-cisgenderist, anti-ageist, anti-classist, anti-heterosexist lenses to social problems.
- Ability to demonstrate critical thinking and implement evidence-based research into practice
- Understanding of the CYFSA, Signs of Safety, Anti-Oppressive Practice and Strength-Based approach
- Possess proficient communication skill, both written and spoken

#### **KNOWLEDGE & EXPERIENCE**

- Graduate of a university or college social service program
- An understanding of families involved in custody and access disputes and/or those involved with CAS would be an asset
- French Language skills considered an asset

#### **WORKING CONDITIONS**

- Normal office working condition apply