

Family Services Student Placement

Department: Family Services

Responsibilities and Duties: *(but not limited to)*

- Under the direction and guidance of the Family Services staff:
 - Assist in conducting new client intake, needs and risk assessment
 - Attend counselling, crisis intervention and mediation sessions when appropriate
 - Observe staff and take accurate case notes
 - Assist clients in completing applications for subsidized housing and daycare, ODSP, OW etc.
 - Assist in the planning, delivery and administration of youth and parenting workshops, wellness groups and other group program initiatives
 - Conduct follow-up phone calls to clients
 - Guide clients in the process of documentation gathering for the Family Court process
 - Provide emotional support to clients who have matters before the courts
- Complete learning contract in conjunction with the placement supervisor
- Attend agency and related committee staff meetings
- Provide relief reception duties - answering telephones, welcoming clients, taking accurate messages etc.
- Become familiar with agency programs, services, practices and staff
- Complete all tasks and responsibilities within assigned timelines
- Notify supervisor of absences and or lateness
- Adhere to the mission, guiding principles and values of the organization and the Family Services program
- Maintain confidentiality of clients, staff and peers
- Represent Indus in a professional manner at all times
- Arrive on time and be committed to the agency and the agreed upon hours
- Other administrative duties as required - filing, photocopying, organizing resource centre

Qualifications and Skills:

- Masters or Bachelor of Social Work, Child and Youth Worker or Paralegal program
- Understanding of the duality of cultures and issues affecting South Asian youth, the cycle of violence and its effect on the family; and knowledge of the family justice system, community resources, appropriate legislation, and Ministry of Children and Family Services
- Demonstrate an awareness of the organization and its programs/services and community needs
- Demonstrate clear, accurate written and verbal communication skills in English. An understanding of one or more South Asian languages (Hindi, Punjabi or Urdu) is an asset
- Demonstrate communication skills with diverse groups and individuals, non-judgmental acceptance and respectful of confidentiality
- Demonstrate professional work behaviour including time management, responsibility for assigned tasks, attention to work details, in addition to solid interpersonal and organizational skills
- Ability to take direction from staff at all levels, work under supervision (independently and as a team member) and relate to supervisor and other staff
- Able to travel within the community and work from multiple sites in Mississauga & Brampton
- Ability to remain objective in emotional situations

Approved By: Gurpreet S. Malhotra, CEO

Date Approved: May 15, 2017

Note: This description is intended as a guide to reflect the principal functions of the job. However, it is not an all-inclusive listing of the required functions. Further, the description is subject to change at the discretion of management.