



## **Metis Family Services**

312 – 7485 130<sup>th</sup> Street  
Surrey, BC V3W 1H8

**Telephone: (604) 584-6621**

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<b>Job Title:</b>	Rapid Response Worker – FT Temporary (12 months)		
<b>Department</b>	Family Strengthening Program		
<b>Reports to:</b>	Family Strengthening Team Leader		
<b>Classification:</b>	Paraprofessional Wage Grid 14-P		
<b>Date Prepared:</b>	November 20, 2023	<b>Closing Date:</b>	Until Vacancy Filled

### **Job Summary:**

The Rapid Response Worker collaborates with Child Protection staff to ensure the safety and well-being of Indigenous children and assists in the preservation of the family unit under the direction of the Program Manager. The Rapid Response Worker assesses clients and their families' needs and assists the family to complete goals related to child safety. This position develops, implements and evaluates family-based intervention plans; participates in the development, implementation and evaluation of client service plans with the care team and other professionals.

**Reports to:** Family Strengthening Team Leader

### **Key Duties and Responsibilities:**

- Under the direction of the Team Leader, the Rapid Response Worker will work with families receiving services by MCFD or Metis Family Services from a strengths-based, goal-oriented and culturally appropriate approach. The Rapid Response Worker will accompany and assist Child Protection staff with child welfare investigations involving Indigenous children, develop and implement client service plans through intensive one to one support in the home and will offer a variety of culturally safe family support programs and resources. The Rapid Response Worker will work with clients for a period of twelve weeks and refer families to other community services as needed.
- The Rapid Response Worker will work in collaboration with the Social Worker and care team to support children to remain within their family unit or return home. They will explore families' natural support networks and seek family based alternatives to mainstream foster care. The foundation of the work will be provided in a supportive and interactive manner, as well as being holistic and relationship-based (i.e. paying attention to the person's spiritual, physical, emotional, and mental well-being; working in ways that foster and honour relationships).
- 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.
- Develops family-based intervention plans; participates in the development of client service plans with the care team and other professionals.
- Provides intensive one to one intervention in client homes (i.e. life skills, home management skills, parenting skills). Provides crisis intervention and ongoing assessment as required.
- 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.
- Provides emotional support and feedback to clients.

- Assists Child Protection staff to identify potential problems as well as client strengths.
- Participates in integrated care team meetings or meets with professionals and social workers on a regular basis to report clients' activities and progress, discusses case planning issues and concerns, and evaluates the effectiveness of the intervention.
- Maintains related records and statistics. Produces reports such as intake, progress and discharge in accordance with established policies and guidelines.
- Liaises with other community services providers and professionals to coordinate services and to ensure that interests of clients are considered in decisions affecting them. Accompanies clients to meetings and appointments.
- Monitors client progress and well-being, evaluates effectiveness of the intervention and family plan and makes further recommendations prior to closure of file.
- Liaises with community partners, agencies and professionals.
- Prepares for planning and facilitation of care team meetings.
- Supervises access and transportation as needed.
- Report writing in regard to planning circles and supervised access.
- Other duties as required.

### **Qualifications, Education and Experience:**

- Bachelor of Social Work degree or Bachelor's degree in a related human/social service field.
- Practical knowledge of child welfare and family support services in the community.
- Knowledge and appreciation of Indigenous cultures and how these impact the development of individuals and communities.
- Two (2) years recent related experience or an equivalent combination of education, training and experience.

### **Core Competencies:**

#### **Indigenous Relations Behavioural Competencies**

- **Cultural Agility** is the ability to work respectfully, knowledgeably, and effectively with Indigenous people. It is noticing and readily adapting to cultural uniqueness in order to create a sense of safety for all. It is openness to unfamiliar experiences, transforming feelings of nervousness or anxiety into curiosity and appreciation. It is examining one's own culture and worldview, and notice their commonalities, and distinctions with Indigenous cultures, and worldviews. It is recognition of the ways that personal and professional values may conflict or align with those of Indigenous people. It is the capacity to relate to or allow for differing cultural perspectives and being willing to experience a personal shift in perspective. Effectively to other people from diverse backgrounds with diverse views.

#### **Behavioural Competencies**

- **Results Driven** concern for surpassing a standard of excellence. The standard maybe one's own past performance (striving for improvement); an objective measure (achievement orientation); challenging goals that one has set; or even improving or surpassing what has already been done (continuous improvement).
- **Teamwork and Co-operation** is the ability to work co-operatively with diverse teams, work groups, and across the organization to achieve group and organizational goals. It includes the desire and ability to understand and respond effectively to other people from diverse backgrounds with diverse views.
- **Service Orientation** implies a desire to identify and serve customers/clients, who may include the public, co-workers, other branches, other ministries/agencies, other government organizations, and non-government organizations. It means focusing one's efforts on discovering and meeting the needs of the customer/client.
- **Seeking and Using Feedback** involves recognizing that improving performance and authenticity can occur through a reciprocal relationship. This requires an acknowledgement that here is an opportunity for mutual learning and development and levels the field in what is brought to supervision. Reciprocal

learning can require active listening and modeling personal change in order to foster trust.

- **Reflective Practice** is the ability to critically assess how one's values, beliefs, ethics and culture influence decisions and relationships. An ability to demonstrate exemplary behaviour and curiosity regarding the perspectives of others, results in appropriate boundaries and insightful practice.
- **Responsive Learning** is facilitated through multiple approaches to encourage a deepening and expanding of skill sets with a view to continuing to build expertise that result in improved individual and organization outcomes.
- **Handling Crisis** involves effectively managing risks and crises and handling public relations.

**Job Skills and abilities:**

- Good knowledge of Indigenous issues
- Excellent oral, written facilitation and interpersonal communication skills
- Demonstrated teamwork skills.
- Good time and general management skills
- Ability to work effectively with program staff, non-profit or publicly funded groups / agencies, MCFD and other organizations.

**Additional Information:**

This position requires the ability to function independently frequently under pressure while managing multiple concurrent projects and deadlines including effectively managing emergency situations. Program delivery activities may require a moderate level of physical fitness to effectively carry out duties of the position

**Other Requirements:**

- Must have a Criminal Record Check completed by and satisfactory to Métis Family Services.
- Valid Class 5 Driver's License; Driver's Abstract and a reliable and safe vehicle.
- Satisfactory proof of legal authorization to work in Canada.

**Rate of Pay:** \$37.55 to \$47.46 per hour

**Start Date:** As soon as possible.

Please clearly state the position you are applying for and forward your resume & cover letter by email to [HR@metisfamilyservices.ca](mailto:HR@metisfamilyservices.ca)

*This position requires Union Membership.*

Metis Family Services thanks all applicants for their interest in this career opportunity; however, only those considered for the position will be contacted.