



Family Support Worker

Do you believe in the strength, resiliency, and contributions of young Mother-led families? Would you like the opportunity to directly influence the lives of young women and their children and support their long term and sustainable success? Do you want to come to work each day to a setting that is full of joy, humor, and mutual support? Can you help us ramp up our efforts to interrupt the cycle of poverty, homeless and violence in the lives of so many young Mothers in Calgary and beyond? Do you dream big and work hard? You might be the key piece of our team that we require to help us increase our scale, impact, and durability at Highbanks Society!

Title: Family Support Worker

Reports to: Family Support Program Lead

Status: 37.5 hrs. per week / Full-Time Position

Nature & Scope: The Family Support Worker will provide direct front line support to families receiving services. Under the direction of the Family Support Program Lead you will assist in providing direction and foundational coaching to our "Moving the Fulcrum" model at Highbanks Society. The various modalities of practice within our new model include the provision of trauma-informed interventions, education as a primary, and the principles of facilitating emotionally corrective experiences to increase the wellness indicators at play in the lives of women and children. The role of the Family Support Worker is to provide one on one support in life skills, child development activities, basic needs provision and personal & social growth of the Mother-Led families of Highbanks.

KEY RESPONSIBILITIES

Program Duties

- Ability to work within a multi-disciplinary team of professionals.
- Ensure that all clients and partner professionals are welcomed and supported effectively.
- Ability to screen for intake and potential housing opportunities.
- Provide support to mitigate crisis management by utilizing de-escalation skills and motivational interviewing as appropriate.
- Engage in supportive conversation with clients in effort to develop goals and help connect to resources to support achievement of these goals.
- Offer culturally appropriate and informed client centered services.
- Ability to demonstrate creative solutions to help clients in realizing self-directed problem solving, and deepening resilience in executive functioning.
- Empower Mother-Led-Families by improving access to community resources. This includes a strong understanding of referrals in areas of education, career, legal issues, budgeting, parenting, health, and wellness.
- Explore opportunities for children's programming with openness to new models that enhance early childhood development.
- Explore opportunities for parenting programming with openness to new models that enhance parenting development.

- Other duties as assigned.

Community Development

- Collaborate to create a welcoming and inclusive community with Highbanks at Bowview and the broader Highbanks Community (off-site, alumni, mentors, staff, and volunteers).
- Demonstrate strong ability in enhancing community integration.
- Facilitate tours and welcome guests as necessary.
- Collaborate in the organization of annual social activities such as: Graduation, BBQ, Holiday, etc.
- Develop and implement programs to support planned daily activities as well as organized recreational and social activities with the support of the Family Support Program Lead.
- Administer the Christmas Hamper program with the Soroptimist organization.

Requirements

- Experience with Trauma-Informed modalities of practices with a strong emphasis on strength-based practice.
- Degree or Diploma in the field such as social sciences, social work, psychology, child development, non-profit management, or community development would be an asset.
- Prior knowledge of social service field and agencies in Calgary is an asset.
- Strong interpersonal communications skills and ability to communicate effectively with a diverse population.
- The ability to show empathy and provide opportunity for clients to feel valued and heard.
- Skilled oral and written communicator, with strong ability to maintain client files, and case notes.
- Knowledge of Microsoft and Apple software, database management experience, skill with writing case notes.
- Excellent problem-solving skills, able to think quickly and adeptly to address problems and learn from them so they do not reoccur.
- Ability to multi-task and remain on focus despite interruptions.
- Ability to interact meaningfully with young mothers and children at risk
- Ability to keep pace within a dynamic and evolving organization.
- Adaptability, enthusiasm, and knowledge of social justice issues at play in vulnerable populations.

If interested, please direct your cover letter, and resume with salary compensation expectations to: Familysupportlead@highbanksociety.ca indicating “**Your Name – Family Support Worker**” in the subject line of your email.

We thank all applicants who are interested in this position; however, only those candidates selected for an interview will be contacted.

For more information, visit www.highbanksociety.ca

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