

Fernwood NRG is a social enterprising non-profit organization who serves the Fernwood neighbourhood by:

- supporting individuals and families with affordable, high quality services and housing,
- increasing food security through improving access to affordable, high quality food,
- playing an active role in developing the neighbourhood economy, and
- engaging the neighbourhood through activities, events and communications.

Through our Family Programs department, Fernwood NRG offers family, parenting and child focussed programming with the goal of improving the health and social development of children and their families. We accomplish this through a variety of programs such as Family Dinner, Parent-Child Mother Goose, Family Resource Program, Victoria Best Babies' Pre and Post Natal Program, Free Legal and Tax Clinic, one-to-one resource referrals and more.

Our philosophy to providing service recognizes that each participant is a unique individual, with their own needs, abilities and strengths. We work with families to build on those strengths and believe that families are best positioned to make their own decisions about what's best for them. Our philosophy is informed by 'family-centered practices'.

The objectives of Family Programs are too:

- Improve the health of pregnant women and their infants facing conditions of risk
- Strengthen maternal and family capacity, skills and social supports
- Strengthen capacity at the community level to address the public health needs of pregnant women, new mothers and their infants facing conditions of risk
- To enhance parent's parenting skills and develop their social support systems in their community to support the overall health and well-being of children 0-6 facing conditions of risk
- To enhance the healthy, social, cognitive, language, emotional, and physical development of young children facing conditions of risk
- Increase the number of effective community resources and programs

The ideal candidate shares our family-centered and harm reduction service approach and is passionate about supporting families through non-judgemental, objective support. Self-awareness of personal values and biases and the ability to put them aside is foundational to succeed in this role. This is an exciting opportunity to enhance the lives of women, children and families through program development and program delivery.

Job Summary

Reporting to the Family Programs Coordinator, the Family Support Worker is responsible for the front-line delivery of Family Programs. This includes but is not limited to one-on-one support to individuals and families, co-planning program delivery, facilitating and evaluating Fernwood NRG's Family Programs.

When applicable, this position may be asked to backfill the Family Programs Coordinator during absences.

General Responsibilities

- Deliver and facilitate prenatal group sessions in accordance with the Perinatal Services of BC guidelines and the objectives set out by the Public Health Agency of Canada.
- Works in partnership with Island Health Public Health nurses in group facilitation.
- Provide intake and outreach support for prenatal clients using solution-based responses.
- Support the delivery of Family Resource Programs.
- Assist with the evaluation of children's development and makes early intervention recommendations as needed.
- Provide individualized information and one-on-one support to families' in a variety of settings including individuals' homes, Community Centres, in the community, in program and over the phone.
- Assess parent's capacity to meet basic needs and if there are risks to the children.
- Assist families to identify supportive networks of individuals.
- Assist families to meet identified goals and promote safer, healthier family environment.
- Work collaboratively and effectively with MCFD Social Workers and other community partners.
- Coordinate weekly and monthly food donation programs.
- Coordinate seniors' programming, including but not limited to hosting a weekly lunch, program development and outreach.
- Maintain a thorough knowledge of community resources and utilizes such resources appropriately to meet the needs of families and individuals.
- Participates in team debriefs and quarterly program reviews.
- Attends agency meetings as scheduled.
- Support program related administrative duties as direct by the Family Program Coordinator.
- Other duties as assigned.

Qualifications/Requirements

- Bachelor's Degree in Social Services or a related field, and 2 years' experience working with pregnancy, and a diversity of children and families.
- Certification, equivalent education or demonstrated experience in Infant Development and Child Development.



- Certified in one or more of the following: Nobody's Perfect or Triple P.
- Certifications in Parent-Child Mother Goose, Lactation, Doula Training, or Child Birth Educator Certification are considered strong assets.
- Demonstrated experience and commitment to harm reduction.
- Extensive knowledge of resources and services in the Greater Victoria area (tested).
- Experience using conflict resolution and non-violent communication techniques.
- Experience participating in child protection cases, including mediation and negotiation.
- Knowledge of outreach methods, interviewing, and assessment techniques.
- Ability to active listen and support clients who are in crisis.
- Ability to listen for and identify individual needs within group settings.
- Ability to appreciate diversity, different opinions, lived experiences, backgrounds, and personality types.
- Ability to follow instructions and willingness to assume and carry out assigned tasks and to be accountable for results and actions, including quality of work.
- Dependable, including the ability to maintain good attendance, be reliable and punctual.
- Aligned with our approach to service delivery—that all individuals and families have unique strengths and are best positioned to make decisions about what is best for them.
- Experience with and an understanding of the importance of client confidentiality.
- Experience supporting women experiencing domestic violence and familiarity with the cycle of violence.
- Experience supporting individuals with substance use issues and high risk behaviour in pregnancy.
- Excellent communication skills and ability to work well in a team.
- Familiarity with intersectional analysis—the ways gender intersect with factors like economic status, age, sexual orientation, race and ethnicity, ability, and much more.
- The successful candidate will undergo a criminal record check for working with children and vulnerable adults.
- First Aid Certification.
- Food Safe Level One.

Working Conditions / Equipment Used

- Ability to live up to 50 lbs (several times a week).
- Ability to repeat crouching and standing movements to wash floor mats (several times a week).
- Ability to work in a busy and noisy environment (continuous).
- Family Programs clients may disclose or show signs of high risk behaviour or drug use. There may be signs of or disclosure of interpersonal violence, trauma or loss.

Wage / Hours of Work

- This is a maternity coverage position with the possibility of more hours.
- 37.5 hrs/week, up to \$21/hr depending on experience and qualifications.
- Varied hours, Mon-Fri including day-time and evenings and some occasional weekends.
- Generous health and dental benefits, and additional paid leave benefits available after 6 months successful employment.
- As a perk of working with Fernwood NRG, staff have access to staff discounts on select recreational programs and free staff lunches when available.

To apply, please send your resume and a cover letter to info@fernwoodnrg.ca. This posting will remain open until filled. We thank all those who apply but only those selected for an interview will be contacted.