



Developmental **NOC 4212** Support Worker

Social and community service workers administer and implement a variety of social assistance programs and community services, and assist clients to deal with personal and social problems. They are employed by social service and government agencies, mental health agencies, group homes, shelters, substance abuse centres, school boards, correctional facilities and other establishments.

SERVICES PROVIDED

- Review client background information, interview clients to obtain case history and prepare intake reports
- Assess clients' relevant skill strengths and needs
- Assist clients to sort out options and develop plans of action while providing necessary support and assistance
- Assess and investigate eligibility for social benefits
- Refer clients to other social services or assist clients in locating and utilizing community resources including legal, medical and financial assistance, housing, employment, transportation, day care and other services
- Counsel clients living in group homes and half-way houses, supervise their activities and assist in pre-release and release planning
- Participate in the selection and admission of clients to appropriate programs
- Implement life skills workshops, substance abuse treatment programs, behaviour management programs, youth services programs and other community and social service programs under the supervision of social services or health care professionals
- Meet with clients to assess their progress, give support and discuss any difficulties or problems
- Assist in evaluating the effectiveness of treatment programs by tracking clients' behavioural changes and responses to interventions
- Provide crisis intervention/shelter services

SKILLS & ATTITUDES

- Flexibility & creativity required to adopt new ways to do things
- Desire, ability and maturity required to engage in intense therapeutic relationships with children, youth & families
- Work in team environment with children, youth, families & other professionals
- Decision making & problem solving skills
- Excellent communication skills

EMPLOYMENT REQUIREMENTS

- Completion of a college or university program in social work, child and youth care, psychology or other social science or health-related discipline is usually required.
- Previous work experience in a social service environment as a volunteer or in a support capacity may replace formal education requirements for some occupations in this unit group.
- Registration as a Social Service Worker in the Ontario College of Social Workers and Social Service Workers

EDUCATION & TRAINING

Humber College
Niagara College
Georgian College

Mohawk College
Conestoga College

CAREER PATHS

Progression to professional occupations in social services, such as family and marriage counsellors, social workers, and probation & parole officers, is possible with additional training and experience.

SALARY RANGES

Wage (\$/hr)		
LOW	AVERAGE	HIGH
14.00	18.72	24.13

*Stratford-Bruce Peninsula Area