



Social and Community Service Workers

Health Care Industry
NOC 4212



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Who are they?

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.

Where they work

social service and government agencies

mental health agencies

other establishments

group homes

school boards

substance abuse centres

shelters

self-employed

correctional facilities

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.

Social service workers may be required to be a member of a provincial regulatory body in some provinces.



MAIN DUTIES

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

Advise and aid recipients of social assistance and pensions

Provide crisis intervention and emergency shelter services

Implement and organize the delivery of specific services within the community

Maintain contact with other social service agencies and health care providers involved with clients to provide information and obtain feedback on clients' overall progress

Co-ordinate the volunteer activities of human service agencies, health care facilities and arts and sports organizations

May maintain program statistics for purposes of evaluation and research

May supervise social service support workers and volunteers.

Where can you go from there?

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



Four County
Labour Market Planning Board

Serving Bruce Grey Huron Perth

Source: Stats Canada 2011

