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| BCPS_IDEAS_600dpi | JOB PROFILE**Job Store # 176** |

**Title: Mental Health Support Worker Classification: Social Program Officer 21**

**JOB OVERVIEW**

*To provide a range of mental health services to children, youth, and families such as counselling support and education, contact with community agencies, and development of early intervention programs.*

**ACCOUNTABILITIES**

Required:

* Provides counselling support and education to children/youth and their families.
* Assists families and other relevant caregivers in methods of coping and management in relation to their child’s mental health condition, including parenting groups, stress management, problem solving, conflict resolution, effective communication, social skill enhancement, and other systems of care.
* Assists the Clinician in carrying out, monitoring, and evaluating treatment and/or care plans relative to counselling support and education.
* Maintains and promotes working relationships with community professionals.
* Maintains clinical and client administrative records.
* Participates in the delivery of educational services to community agency staff and other service providers such as schools, foster homes, day-care facilities, child protection, infant development programs, family centres, probation offices, hospital staff, etc.
* Encourages the development of mutual support forums.
* Participates in the ongoing planning, development, and evaluation of services such as prevention programs.

**JOB REQUIREMENTS**

* Bachelor’s degree in Social Work, Psychology or Child and Youth Care, or equivalent field of study.
* Experience working in mental health services.
* Preference may be given to applicants with experience working in child and youth mental health services.

**PROVISOS**

* Must possess and maintain a valid Class 5 BC Driver’s License with no restriction or equivalent (i.e. from another Canadian Province).
* Exposure to regular travel in remote locations.
* May be required to use own vehicle on an expense account basis.
* Will be subject to satisfactory reference check and criminal records review and policy record checks.
* Successful completion of security screening requirements of the BC Public Service, which may include a criminal records check, and/or Criminal Records Review Act (CRRA) check, and/or enhanced security screening checks as required by the ministry **(Note: It is important that you read the job posting carefully to understand the specific security screening requirements pertaining to the position).**

**BEHAVIOURAL COMPETENCIES**

* **Teamwork and Co-operation** is the ability to work co-operatively within 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.
* **Information** **Seeking** is driven by a desire to know more about things, people or issues. It implies going beyond the questions that are routine or required in the job. It may include "digging" or pressing for exact information; resolution of discrepancies by asking a series of questions; or less-focused environmental "scanning" for potential opportunities or miscellaneous information that may be of future use.
* **Listening**, **Understanding** **and** **Responding** is the desire and ability to understand and respond effectively to other people from diverse backgrounds. It includes the ability to understand accurately and respond effectively to both spoken and unspoken or partly expressed thoughts, feelings and concerns of others. People who demonstrate high levels of this competency show a deep and complex understanding of others, including cross-cultural sensitivity.

**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 the culture of the BC Public Service, and to 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.
* **Building a trust-based relationship** requires a fundamental understanding that "relationship" is the foundation from which all activities happen and that building a good relationship takes time and commitment. It is a willingness to build a personal relationship in addition to a professional one, participating in open exchanges of experiences and culture. It requires a genuine, non-controlling approach and relies upon demonstrated integrity and transparency. Building a trust-based relationship requires a high level of consciousness of the experience of Indigenous people with Crown relations. It assumes that strengths abound in Indigenous people, cultures and communities.