



## **JOB DESCRIPTION**

### **1 POSITION TITLE**

Supervised Access Worker

### **2 PURPOSE OF THE POSITION**

Reporting to the Supervised Access Program Supervisor/Coordinator, the Supervised Access Worker will provide supervision for children and their parents in a child friendly, neutral environment to visit or exchange, in compliance with the Attorney General's guidelines and standards.

### **3 RESPONSIBILITIES**

- Facilitate safe arrival and departure of children re exchange or visit.
- Facilitate access visits as follows:
  - custodial and non-custodial parties remain separated.
  - intervene and/or terminate visits as per policy and guidelines.
  - intervene if non-custodial parent attempts to leave Compass with child as per policy and guidelines.
  - provide assistance and support with child care needs.
  - encourage age and developmental appropriate activities.
  - intervene and aid in the resolution of difficult situations with children.
  - relay medical, emotional, physical concerns regarding the child(ren) between custodial and non-custodial parents, as per policy and procedure.
- Open and close the access centre, including set up and take down of equipment (See weekend sheets for complete list of duties).
- Inspect and/or clean equipment, toys, as well as the access centre to ensure health and safety standards.
- Redirect clients to the Program Coordinator/Supervisor when needed.
- Maintain confidentiality and neutrality.
- Record objective, accurate, and factual observations of visits and exchanges in observation notes.
- Participate and contribute to team meetings.
- Complete all required agency forms as per policies and guidelines Participate in Compass sponsored research, as directed.
- Participate in conferences, seminars and workshops when possible. To read current journals and other literature related to the field.
- Other duties as assigned.

#### **4 SKILLS, CAPABILITIES, QUALIFICATIONS, AND OTHER FACTORS REQUIRED TO PERFORM JOB AT FULL WORKING LEVELS**

##### **Skills:**

- Ability to communicate effectively in verbal and written forms.
- Ability to provide insightful understanding of behavioural dynamics.
- Experience working directly with parents and children.
- Ability to work with a minimal supervision.
- Ability to work as part of a team.
- Ability to remain neutral.
- Ability to effectively resolve conflict.
- Strong ability to self-reflect and practice safe and effective use of self.
- Ability to deliver programs and services to children, youth and families.

##### **Knowledge:**

- Knowledge of child development and effective parenting skills.
- A working knowledge of the spectrum of services available to children in catchment area.
- A basic awareness of family dynamics and intervention models.
- Knowledge and appreciation of issues facing our diverse populations (i.e. Anishinabek cultures, Francophone, Immigrant/Refugee, LGBT2SQ, etc.).
- Understanding the impact of the social determinants of health on our clients mental and developmental outcomes.

##### **Capabilities:**

- Required to act in accordance with the agencies principle/values.
- Self-Awareness: aware of their own assumptions, values, principles, strengths and limitations.
- Managing Self: take responsibility for their own performance and health.
- Developing Self: actively seeks opportunities and challenges for personal learning, character building, and growth.
- Demonstrating Character: Model qualities such as honesty, integrity, resilience, and confidence.

##### **Qualifications:**

- Successful completion of diploma from an accredited college in social services or related human services degree or diploma.
- Valid First Aid/CPR will be required.
- CPI will be required.
- AODA certification.
- Health and safety – 4 step certification.
- SAP E-Module certifications as laid out by the Ministry of Attorney General (Specific to Access Workers).

##### **Other:**

- Compass is an agency that represents diversity of the population it serves and as such the agency strives to have employee representation that reflects this diversity.
- Possession of a valid Ontario Class G driver's license/availability of an automobile in good working condition with proof of 1 million dollars liability.

**In addition to regular duties, the Lead Hand shall:**

- Specific to Lead Hand Duties (Bilingualism an asset).
- Provide leadership to the team with a proven ability to support, guide and work within a team environment.
- Ensure confidentiality by locking the computer when not in use, locking the office door and using a folding clipboard when writing observation notes.
- Input new client files into iSAID when possible.
- Print up weekend observation notes.
- File observation notes and other correspondence.
- Ensure that corrections to past notes are completed.
- Proficient computer skills.
- Assist with training and orientation of new staff.
- Participate in weekly team huddles.
- Ensure all duties on weekend sheet duty list for set up have been completed before clients arrive on Friday evenings and at the end of shift on Sundays.
- Ensure messages have been checked throughout the weekend.
- Ensure all messages have been logged in iSAID or saved on voicemail.
- Provide iSAID (web-based client database) support.
- Input weekend visits/exchanges data in iSAID.
- Assist Program Supervisor/Coordinator in providing guidance and consistency in the application of the Best Practice Model of MAG (Ministry of Attorney General).
- Review all observation notes for appropriate completion and ensure that all notes are signed.
- Notify the Program Supervisor/Coordinator by email and/or phone call regarding any issues or concerns that arose from the weekend.

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**POSITION DESCRIPTION**

**Position:**

**Supervised Access Worker**

**Date Approved:**

**Approved by:**

**Executive Director**

**Acknowledged by Incumbent:**

**Date:**