

JOB INFORMATION

ON-SITE WORKER, SUPERVISED ACCESS (SAP) PROGRAM

ANTICIPATED START DATE: TO BE DETERMINED

OVERALL PURPOSE / MAIN FUNCTION

The Supervised Access Program Worker monitors and ensures coordination of the supervised visitation and exchange services for the supervised access program. The program worker supervises visits, ensures that the program guidelines are respected, assigns volunteer visit monitors to families, answers questions and concerns from clients and volunteer visit monitors, defuses potential conflicts, reviews observation notes, collects and records program fees.

MAJOR RESPONSIBILITIES

- Updates the program line-up prepared by the Program Coordinator; informs clients of any last minute changes/cancellations.
- Ensures that the visit site and activities are set up and ready for visiting families.
- Facilitates the delivery of safe, neutral, child-focused visits and exchanges between non-custodial parties and their children.
- Ensures that the program guidelines and service agreements are respected by all participants; intervene as required.
- Reports client concerns and requests to the Coordinator.
- Provides support to volunteer visit monitors.
- Supervises visits of up to two (2) hours when volunteer visit monitors are not available.
- Orients new volunteer visit monitors to the visit site and service.
- Ensures that the visit site is tidy and supplies are returned to storage at the end of visits. This includes following safety protocols.
- Photocopies and prepares documents as required for program delivery.
- Collects program fees, provides clients with receipts and ensures receipt book is up to date.
- Reviews all visit observation notes and ensures that they are accurately completed and filed by the end of the shift.

TITLE:

Casual Contract
On-Site Worker
Supervised Access
Program

REPORTS TO:

Community Programs

TEAM:

Supervised Access
Program (SAP) Program

LOCATION:

312 Parkdale Ave Ottawa

HOURS OF WORK:

Casual, on-call

Evening & weekend
work required

UNION/NON-UNION:

Union; salary level 3
\$23.26 - \$26.13

CLOSING DATE:

Friday, October 15, 2021
at 5:00 PM

APPLY TO:

[On-Site Worker,
Supervised Access
Program](#)

- Completes and files critical incident reports as required; summary to be completed by the end of the shift.
- Attends SAP program staff meetings and mandatory staff training.
- Administers client satisfaction and outcome surveys as directed by the Program Director or Coordinator.

STATEMENT OF QUALIFICATIONS

I. Education & Knowledge

- High School Graduate with some post-secondary courses in human services.

II. Experience

- Two (2) years related experience.
- Experience working with families.
- Experience working with diverse populations based on (but not limited to) culture, race, socio-economic status, gender identity/gender expression and sexual orientation.

III. Knowledge

- Some understanding and knowledge of child custody and access.
- Experience and knowledge of child-centered interventions.
- Some knowledge of domestic violence and the grieving associated with family separation and conflict.

IV. Skills

- Non-violent crisis intervention skills.
- Basic first aid is an asset.
- Skilled at building rapport with families and children; strong interpersonal skills.
- Expertise in problem solving in a fast-paced service.
- Skilled at maintaining accurate records.

V. Desired Qualifications

- Bilingualism, in English and French, is a strong asset.

TERMS AND CONDITIONS

- Evening and weekend work required.
- Must pass Vulnerable Sector Check prior to commencing first shift.

POSTING PERIOD

Thursday, September 30, 2021 - Friday, October 15, 2021 at 5:00 PM

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Accommodations are available for applicants with disabilities throughout the recruitment process. If you require accommodations for interviews or other meetings, please contact us.

While we thank all candidates for their interest, only those selected for an interview will be contacted