

SERVICE DESCRIPTION

COMMUNITY WORKER - SALT SPRING

DESCRIPTION:

This service provides intake, brief assessment, information and referral for people seeking assistance on Salt Spring Island. It is typically the first point of contact for many people seeking SSICS counselling services. It provides information about, and referral to, a range of local and regional services. Crisis intervention, short-term counselling, parent-teen mediation and anger management coaching may be provided when required.

HISTORY:

This service has been a core service provided by Salt Spring Island Community Services since it was established in 1975.

POPULATION SERVED:

Services are available to anyone on Salt Spring Island. Priority is given to situations where a crisis, risk to health and well-being, or child safety exists.

GOALS AND EXPECTED OUTCOMES:

1. Reduce immediate and critical risk to child, youth and family well-being and safety.
2. Increase access and connection to helping resources and supports.
3. Increase ability to identify needs, goals and steps to address needs.
4. Increase ability to manage and resolve family conflict and anger-related issues.

SERVICE DELIVERY PRINCIPLES:

1. Service delivery will be caring, respectful, safe and open.
2. People will be treated with dignity and respect.
3. Services will be provided in a discreet and confidential manner.
4. Services will include the promotion of wellness, healthy development and independence.

5. Service delivery will be person-centered including being flexible, individualized and involving the person served in setting the direction of service.
6. Services will be responsive and timely.

SERVICE DELIVERY ACTIVITIES:

1. **Assessment and Orientation.** The Counsellor works with individuals, and others such as physician and family, to identify and assess needs. A primary focus of this brief assessment is to identify immediate risk factors, and provide an orientation to available helping resources.
2. **Information and Education.** The Counsellor provides education and information to individuals, families and the community related to support services.
3. **Short Term and Crisis Counselling.** The Counsellor provides counselling, treatment and other psychosocial interventions based on the service plan.
4. **Conflict Resolution and Anger Management.** The Counsellor provides parent-teen mediation and anger management coaching.
5. **Referral and Advocacy.** The Counsellor refers individuals to other SSICS, community, government or off-island services as needed and act on their behalf when needed to obtain resources and services.

LOCATION:

Services are provided from the main SSICS building at 268 Fulford-Ganges Road. The building is wheelchair accessible and has private counselling offices and group/family meeting rooms.

Hours:

Monday-Friday 9 am to 4 pm.

STAFF RESOURCES:

One Counsellor is available during office hours. The Counsellor reports to the Director of Adult and Outreach Services, and is part of the Adult Services Team including addictions services, mental health counsellors, nurse, housing worker and consulting psychiatrist.

ACCESS TO SERVICE:

Service can be accessed via self-referral, community referral or inter-agency referral. Phone (250) 537-9971.

STANDARDS/REFERENCES/BEST PRACTICES:

1. CARF accreditation standards

FUNDING/SPONSORSHIP:

This service is funded by the Ministry for Child and Family Development.

PARTNERSHIPS/KEY CONNECTIONS:

1. Ministry for Child and Family Development
2. Lady Minto Hospital
3. Local Physicians and Community Health Nurses
4. Income Assistance
5. RCMP
6. Transition House