



<b>TYPE OF EMPLOYMENT</b> Full-time Category: Level 3	<b>MFRC PROGRAM AREA – SOCIAL WORKER - FAMILY LIAISON OFFICER</b>  The <b>Winnipeg</b> Canadian Armed Forces Transition Centre (TC) and The <b>Winnipeg</b> Military Family Resource Centre (MFRC)
<b>SCREENING REQUIRED</b> Enhanced Reliability Screening	<b>LANGUAGE</b> English Essential / French Strong Asset
<b>Professional Requirements</b> Masters Degree in Social Work, Counseling, Psychotherapy, Psychology, or a related field OR Bachelor's Degree in Social Work, Counseling, Psychotherapy, Psychology, or a related field AND three years of experience providing direct services in social work, counseling or a related field AND Must be a member of a professional designation registration	
<b>EXPERIENCE</b> <ul style="list-style-type: none"> <li>• Minimum of five years work experience in social work field with clinical experience</li> <li>• Experience and training in mental health setting</li> <li>• Experience developing, coordinating, and implementing workshops and information seminars</li> <li>• Experience facilitating and participating in mental health initiatives</li> <li>• Experience working directly with CAF families, groups and community considered an asset</li> </ul>	
<b>SKILLS</b> <ul style="list-style-type: none"> <li>• Excellent communication skills (listening, verbal, and written);</li> <li>• Ability to facilitate among diverse groups;</li> <li>• Proven counselling experience;</li> <li>• Teamwork skills;</li> <li>• Excellent organization and record keeping skills;</li> <li>• Sensitivity and tact in dealing with people under stressful conditions;</li> <li>• Bilingualism is a strong asset</li> </ul>	
<b>SUMMARY OF RESPONSIBILITIES</b> <p>The Family Liaison Officer/Social Worker position is an integral part of the Winnipeg Military Family Resource Centre and reports directly to the Executive Director. The primary responsibility of this position is to provide direct support, short-term counselling, and services to members of the 17 Wing Defense Team and civilian family members, both of the 17 Wing TC and Winnipeg MFRC. The position is highly responsive to the TC multi-disciplinary team in delivering standardized, consistent care, service and support to CAF families coping with illness, injury or special needs and provides secondary/backfill services as a member of the MFRC mental health team in support of MFRC clients.</p> <p>The position will require the development of a wide range of preventative, supportive, proactive and educational services specific to members and families who are coping with an ill or injured member or the bereaved. The Family Liaison Officer/Social Worker will provide, design or support the development of educational and awareness sessions, briefings, and resources regarding transition, change management, compassion fatigue, bereavement and mental health prevention and intervention care to varied audiences including; individuals, family members, community groups and various base and civilian partners in CAF communities throughout the Winnipeg area.</p> <p>The position will connect with families either through self-identification or through a referral process by other service providers. The position will assist families in their navigation of systems or to relevant programs and services to meet their unique needs. An important responsibility of this position is to identify, assess and address gaps in the provision of services and benefits to injured and ill CAF Members and their families in collaboration and cooperation with other members of the TC Team. The position will require the establishment of a strong relationship with other civilian and military professionals and resources including Veterans Affairs, Base Mental Health, Case Management, Occupational Stress Injury Social Support (OSISS), Health Promotion, and various other services.</p> <p>The position will provide individual/group short term counselling/workshops/support groups and effective referral and follow-up services. The position is also responsible to assist in crisis situations for individuals and community.</p>	

**KNOWLEDGE BASE:**

- Thorough understanding of military family support programs (MFRC);
- Knowledge of military lifestyle and the unique stressors associated;
- Knowledge of military resources and how they relate to the entire family;
- Program design, development, implementation, facilitation, coordinator, and evaluation;

- Couples counselling;
- Adult Education / Training;
- Understanding of transitions and change management practice and principles;
- Civilian and CAF Mental Health Resources;
- Crisis intervention;
- Suicide Prevention;
- Family Violence;
- Attachment and separation dynamics and processes (cycle of deployment); and
- Psychological trauma and recovery.

**RESPONSIBILITIES - PROGRAMMING & PARTNERSHIP:**

- Work in collaboration with all MFRC Staff to ensure MFRC programs are responsive to the unique needs of military families;
- Coordinate and provide referral and advocacy for clients requiring specialized and professional services within the community.
- Support families in person or through other mediums in one on one, couples, family or group environments, as required
- Attend and participate in staff and case management meetings held by the Wpg Military Family Resource Centre, the local Transition Centre and helping professional multidisciplinary teams, as required
- Act as an advocate on behalf of Canadian Armed Forces (CAF) families coping with illness, injury, loss, special needs and/or systemic issues.
- Collaborate in the development of outcome plans and activities.
- Identify, assess and address gaps in the provision of family services and benefits
- Connect with other clinical teams to ensure best practice protocols.
- Review national and international news sites to evaluate issues or current affairs that impact CAF members and their families.
- Monitor service contracts with mental health providers and, participate in the selection process, as required
- Identify and prepare social work articles reflecting current and emerging interests to CAF families for publication on websites and paper-based publications
- Develop promotional materials to promote awareness of programs and services
- Provide educational materials and resources to families, groups, units and collaterals pertinent to understanding and addressing family mental health needs

Perform other related duties as assigned by supervisor.

- Where gaps exist, assist in the design, implementation, facilitation, or coordination of appropriate life/social skill courses and mutual assistance groups;
- Coordinate preventative/educational activities, seminars and workshops to the military community;
- Lead, facilitate and/or coordinate support group activities;
- Promote client empowerment by making available relevant resources, literature, and information on community supports (Resource Library and Resource / Information Data Base );
- Ensures that thorough statistical information is collected; number of families served, summary of issues, number of sessions per family, outcomes realized, identified gaps, and recommendations of policy development or change; and
- Actively participates in the CAF Transition Centre Team, Helping Professionals Committee, MFRC mental health team meetings and other relevant committees as required.
- Establish strong working relations with various members and groups of 17 Wing through networking opportunities

**RESPONSIBILITIES - PREVENTION/INTERVENTION:**

- Maintains up to date listing/knowledge of community resources for information and referral;
- Conduct sessions and/or short term support to individuals and families in crisis in areas such as, but not limited to, family violence, child abuse, critical incidents, suicidal ideation and depression, bereavement, marital issues, separation and divorce issues, special needs, severe behaviour disorders, family of origin dysfunction, substance abuse, blended families, families who are coping with illness, injury or death, and other military lifestyle issues;
- Provide family case management and resource coordination in meeting family needs.
- Facilitate preventative mental health and lifestyle management programs, workshops and services to assist CAF families experiencing military lifestyle challenges.
- Assess, refer, advocate, support and assist Family Members as appropriate;
- Assist families in the navigation of military/civilian systems to access relevant programs and services to meet their needs;
- Advocate as appropriate on behalf of CAF Families who are coping with mental health, illness, injury or special needs of a military member;
- Respond to and participate as deemed appropriate in community crisis circumstances; and
- Supports, intervenes, and ensures prompt intervention and assistance to individuals who are in a crisis situation.

**CONSULTATION:**

- Provide short-term counselling to the Military Community at the Winnipeg CAF Transition Centre and Winnipeg MFRC when required (no more than eight sessions);
- Provide grief counselling to families experiencing loss;
- Review program and/or service incident reports and provide direction, referral and service, as required.
- Refer long-term counselling to community, and base resources as deemed appropriate; and
- Ensure thorough and appropriate follow-up and consultation.

**PROFESSIONAL:**

- Demonstrate a high standard of professional conduct and behaviour reflected of the Code of Ethics of professional affiliation;
- Develop and maintain professional linkages with like minded community organizations through relevant committee work and partnerships; and
- Create and maintain an official confidential record/file which contains waivers, intake assessments, treatment plans and ongoing contact information related to individual and community activities and services
- Plan and participate in relevant continuing education and professional development in keeping with relevant professional body requirements.
- Document and maintain client information and activities within Customer Relationship Management system
- Maintain confidentiality and secure client files in accordance with provincial, professional legislation and Department of National Defense (DND) regulations.
- Ensure Manitoba College of Social Workers Code of Conduct and Professional Standards, MFRC and applicable Federal/Provincial legislation, policies and procedures are adhered to

**GENERAL**

- Shall not either during the term of the employment contract, or any time thereafter, disclose to any person, unless required by law, any confidential information concerning patrons, clients, customers, volunteers, or other employees of the MFRC, or the business affairs or the financial positions of the MFRC;
- Ensures Executive Director is advised of any issues and trends that may impact the Winnipeg MFRC;
- Ensures that all MFRC policies and internal operating procedures are adhered to;
- Adheres to the MFRC Privacy Code;
- Attends all mandatory information sessions and workshops;
- Assists in maintaining the organization and cleanliness of all common areas;
- Exchanges information, ideas and assistance to enhance MFRC programs and to solve challenges; and
- Performs all other duties assigned by the Executive Director

**HEALTH AND SAFETY**

To ensure all safety regulations set forth by the Winnipeg MFRC Health and Safety Committee.

**ESTABLISH GOOD RAPPART WITH OTHER MFRC STAFF AND VOLUNTEERS.**

- Assists other staff members in coordinating and participating in various special events;
- Fosters a positive relationship with co-workers and volunteers therefore respecting their commitment to Winnipeg MFRC programs and activities;
- Attends all Winnipeg MFRC staff, workshops, training, and program planning meetings to assist in creating a comprehensive overall MFRC program;
- Attends all pertinent TC and MFSP Military Family Service Programs workshops, training and program planning meetings to include MFSP FLO supervision meetings
- Acts as an ambassador by promoting a positive community image of the Winnipeg MFRC.

Resumes to be sent to the attention of:

Allison Payne, Executive Director  
Winnipeg Military Family Resource Centre

Email: [Allison.payne@winnipegmfrc.ca](mailto:Allison.payne@winnipegmfrc.ca) before closing date of MAY 21, 2024.