

## **Appendix C: Occupational Profiles**

This is not a prescriptive section – it allows for defining the occupational profiles of the staff required to meet the core services. Shelters will need to set standards for educational requirements and wage incentives to attract qualified staff and encourage current staff to upgrade.

## Occupational Profiles for Shelter Staff

### Shelter Director

Occupational Classification: 0314 (Managers in Social, Community and Correctional Services)

This unit group includes managers who plan, organize, direct, control and evaluate the programs and activities of social service and community agencies, correctional institutions, counselling departments, labour organizations, professional associations, political parties and non-governmental organizations.

### Example Titles

- administrator, child welfare services
- area manager, family services
- association director
- children's aid society director
- correctional institution director
- detention centre director
- director, community centre
- director, correctional treatment and training
- environmental group director
- income maintenance director
- labour organization manager
- membership services manager
- political organization manager
- prison warden
- regional administrator, social services
- social assistance director
- social work director
- trade association manager
- volunteer services director

### Main duties

Managers in this unit group perform some or all of the following duties:

- Plan, organize, direct, control and evaluate the delivery of social and community service programs such as income maintenance, children's aid and emergency housing services
- Manage the operations and activities of correctional facilities and detention centres
- Administer the programs of non-governmental organizations involved with social issues such as health care, human rights, consumer protection, international development and environmental protection
- Administer programs of membership organizations such as political parties, labour organizations, business and professional associations
- Establish administrative procedures to meet objectives set by board of directors or senior management

- Direct and advise professional and nonprofessional staff delivering services and programs to the general public and to the organization or association membership
- Plan, administer and control budgets for programs, equipment and support services
- Represent their respective organizations for the purpose of government liaison and media relations
- Participate in policy development by preparing reports and briefs for management committees and working groups
- Hire and provide training for professional and non-professional staff.
- Data entry/keeping function as well as pull together and analyze reports

**Employment requirements**

- Managers in social, community and correctional services usually require a master's degree in a social science or administrative discipline *and*
- Several years of experience in a related occupation, such as a community and social service worker, social or health policy researcher, consultant or program officer, probation or parole officer, or social worker.
- Managers of associations and membership organizations require extensive experience in a related occupation, trade or industry.

**Additional information**

Progression to senior management positions in social, community and correctional services is possible with additional training and experience.

**Assistant Shelter Director**

Occupational Classification: 4152 (Social Workers)

Social workers help individuals, couples, families, groups, communities and organizations develop the skills and resources they need to enhance social functioning and provide counselling, therapy and referral to other supportive social services. Social workers also respond to other social needs such as unemployment, racism and poverty. They are employed by hospitals, school boards, social service agencies, child welfare organizations, correctional facilities, community agencies, employee assistance programs and Aboriginal band councils, or they may work in private practice.

**Example Titles**

- co-ordinator of social work
- medical social worker
- psychiatric social worker
- social work supervisor
- social worker

**Main duties**

Social workers perform some or all of the following duties:

- Interview clients individually, in families, or in groups, to assess their situation and problems and determine the types of services required
- Provide counsel and therapy to assist clients in developing skills to deal with and resolve their social and personal problems

- Plan programs of assistance for clients including referral to agencies that provide financial assistance, legal aid, housing, medical treatment and other services
- Investigate cases of child abuse or neglect and take authorized protective action when necessary
- Serve as members on interdisciplinary teams of professionals working with client groups
- Act as advocates for client groups in the community, lobby for solutions to problems directly affecting client groups and develop prevention and intervention programs to meet community needs
- Develop or advise on social policy legislation, conduct social research and assist in community development
- Provide mediation services and psychosocial assessments
- Evaluate the effectiveness of counselling and social programs
- May provide public education and consultation to professionals or groups regarding counselling services, issues and methods
- May supervise other social workers.
- *Social workers may specialize in fields of practice such as child welfare, family services, corrections, gerontology or addictions.*

### **Employment requirements**

- A bachelor's degree in social work is required in Newfoundland, Prince Edward Island, Nova Scotia, New Brunswick, Quebec, Ontario, Manitoba, British Columbia and the Northwest Territories.
- In Alberta, a bachelor's degree or diploma in social work is required.
- In Saskatchewan, a bachelor's degree in social work is usually required.
- Supervised practical experience is usually required.
- Successful completion of provincial written and oral examinations may be required.
- Registration with a provincial governing body is mandatory to practise as a social worker in Newfoundland, Prince Edward Island, Nova Scotia, New Brunswick, Ontario and Alberta.
- Use of the titles "Social Worker" and "Registered Social Worker" is regulated in all provinces.
- Membership in a provincial association of social workers is usually required.

### **Administrative assistant**

Occupational Classification: 1411 (General Office Clerks)

General office clerks prepare correspondence, reports, statements and other material, operate office equipment, answer telephones and perform clerical duties of a general nature according to established procedures. They are employed in offices throughout the public and private sectors.

### **Example Titles**

- general office clerk
- office assistant
- office clerk

- typist
- word processor operator

### **Main duties**

General office clerks perform some or all of the following duties:

- Key in, edit, proofread and finalize correspondence, reports, statements, invoices, forms, presentations and other documents, from notes or dictaphone, using computers
- Respond to telephone, in person or electronic enquiries or forward to appropriate person
- Provide general information to clients and the public
- Photocopy and collate documents for distribution, mailing and filing
- Maintain and prepare reports from manual or electronic files, inventories, mailing lists and databases
- Process incoming and outgoing mail, manually or electronically
- Send and receive messages and documents using fax machine or electronic mail
- May perform bookkeeping tasks such as preparing invoices and bank deposits
- May sort, process and verify applications, receipts, expenditures, forms and other documents
- May order office supplies, service office equipment and arrange for servicing in the case of major repairs.
- Data entry/keeping function as well as pull together and analyze reports

### **Employment requirements**

- Completion of secondary school is usually required.
- Completion of secondary school or college business or commercial courses is usually required.

### **Additional information**

Progression to supervisory or office management positions is possible with experience.

## **On-Site Elder, Family Therapist/Counsellor, Child and Youth Counsellor**

Occupational Classification: 4153 (Family, marriage and other related counsellors)

Family, marriage and other related counsellors assist individuals and groups of clients to identify, understand and overcome personal problems and achieve personal objectives. They are employed by counselling centres, social service agencies, government agencies, family therapy centres, health care and rehabilitation clinics and hospitals, or they may work in private practice.

### **Example Titles**

- addictions counsellor
- bereavement counsellor
- child and youth counsellor
- family counsellor
- marriage counsellor
- registered clinical counsellor

- registered marriage and family therapist
- rehabilitation counsellor
- sex therapist
- vocational rehabilitation counsellor

**Main duties**

Family, marriage and other related counsellors perform some or all of the following duties:

- Interview clients, prepare case histories and assess problems
- Conduct vocational testing and psychometric assessment
- Develop and implement counselling and intervention programs to assist clients in determining goals and means of attaining them
- Counsel clients, and provide therapy and mediation services
- Evaluate the effectiveness of counselling programs and clients' progress in resolving identified problems and movement toward defined objectives
- Follow up results of counselling programs and clients' adjustments
- Prepare assessment, progress, follow-up and court reports
- May supervise other counsellors, social service staff and assistants
- May provide public education and consultation to other professionals or groups regarding counselling services, issues and methods
- May conduct research, publish research papers, educational texts and articles and deliver presentations at conferences.
- *Family, marriage and other related counsellors often specialize in dealing with a specific client group such as injured workers, or with specific problems, such as drug and alcohol addiction, marital difficulties or behavioural disorders.*

**Employment requirements**

- A master's degree in the field of counselling, mental health or a related social service discipline is usually required.
- In Quebec, a master's degree in psychoeducation is required to practise as a psychoeducator.
- An undergraduate degree or college diploma in a social science is required for certain areas of counselling.
- Membership with a provincial association for marriage and family therapists or clinical counsellors is required to use the title "Registered Marriage and Family Therapist" and "Registered Clinical Counsellor".
- Registered marriage and family therapists and registered clinical counsellors must meet strict criteria involving graduate education and a period of supervised clinical work with clients.
- In Quebec, membership in the professional association is mandatory for counsellors and psychoeducators.

**Additional information**

Counsellors usually become specialized in a particular area through training and experience. Progression to social service management positions is possible with additional training and experience.

**Crisis care worker, Outreach worker, Relief Staff**

Occupational Classification: 4212 (Community and Social Service Workers)  
[Could also be social workers – see Assistant Shelter Director section above]

Community and social service workers administer and implement a variety of social assistance programs and community services, and assist clients to deal with personal and social problems. They are employed by social service and government agencies, mental health agencies, group homes, school boards, correctional facilities and other establishments.

**Example Titles**

- Aboriginal outreach worker
- addictions worker
- behavioural aide
- child and youth worker
- community development worker
- community service worker
- crisis intervention worker
- developmental service worker
- drop-in centre worker
- family service worker
- financial assistance worker
- group home worker
- income maintenance officer
- life skills instructor
- mental health worker
- rehabilitation worker
- social services worker
- veteran services officer
- welfare and compensation officer
- women's shelter supervisor
- youth worker

**Main duties**

Community and social service workers perform some or all of the following duties:

- Interview clients to obtain case history and background information
- Assess client's relevant skill strengths and deficits
- Assist clients to sort out options and develop plans of action while providing necessary support and assistance
- Assist clients in locating and utilizing community resources including legal, medical, financial assistance, housing, employment, transportation, assistance with moves, day care and other referral services
- Prepare intake reports
- Counsel clients living in group homes and halfway houses, supervise their activities and assist in pre-release and release planning.
- Participate in the selection and admission of clients to appropriate programs
- Assess and investigate eligibility for social benefits

- Meet with clients to assess their progress, give support and discuss any difficulties or problems
- Refer clients to other social services
- Advise and aid recipients of social assistance and pensions
- Provide crisis intervention and emergency shelter services
- Implement and organize the delivery of specific services within the community
- Implement life skills workshops, substance abuse treatment programs, behaviour management programs, youth services programs and other community and social service programs under the supervision of social services or health care professionals
- Assist in evaluating the effectiveness of treatment programs by tracking clients' behavioural changes and responses to interventions
- Maintain contact with other social service agencies and health care providers involved with clients to provide information and obtain feedback on clients' overall progress
- Co-ordinate the volunteer activities of human service agencies, health care facilities and arts and sports organizations
- Maintain program statistics for purposes of evaluation and research.

#### **Employment requirements**

- Completion of a college or university program in social work, child and youth care, counselling or other social science or health related discipline is usually required.
- Previous work experience in a social service environment as a volunteer or in a support capacity may replace formal education requirements for some occupations in this unit group.
- Social service workers may be required to be a member of a provincial regulatory body in some provinces.

#### **Additional information**

Progression to professional occupations in social services, such as family and marriage counsellors, social workers, and probation and parole officers, is possible with additional training and experience.

#### **Child care worker**

Occupational Classification: 4214 (Early Childhood Educators and Assistants)

Early childhood educators plan and organize activities for pre-school and school-age children. Early childhood educator assistants provide care and guidance to pre-school children under the supervision of early childhood educators. Early childhood educators and assistants lead children in activities to stimulate and develop their intellectual, physical and emotional growth. Early childhood educators are employed in child-care centres, kindergartens, nursery schools and centres for exceptional children. Early childhood educator assistants are employed in day-care centres and nursery schools. Early childhood educators who are supervisors are included in this group.



**Example Titles**

- child-care worker assistant
- child-care worker, day care
- day-care helper
- day-care supervisor
- day-care worker
- early childhood assistant
- early childhood education worker
- early childhood educator
- early childhood educator assistant
- early childhood program staff assistant
- early childhood supervisor
- pre-school helper
- pre-school supervisor
- pre-school teacher

**Main duties**

Early childhood educators perform some or all of the following duties:

- Develop and implement daily activities for children
- Lead children in activities by telling or reading stories, teaching songs, demonstrating the use of simple musical instruments, preparing craft materials and demonstrating their use, providing opportunities for creative expression through the media of art, dramatic play, music and physical fitness, and taking the children to local points of interest
- Guide and assist children in the development of proper eating, dressing and toilet habits
- Observe children for signs of learning disabilities or emotional problems
- Discuss progress or problems of children with parents and other staff members
- Attend meetings and workshops to develop and discuss new teaching methods
- May plan and organize activities for school-age children in child-care programs before and after regular school hours
- May supervise and co-ordinate the activities of other early childhood educators and early childhood educator assistants.
- Early childhood educator assistants perform some or all of the following duties:
  - Conduct and monitor activity programs designed for young children
  - Lead children in activities by telling stories, teaching songs and preparing craft materials
  - Prepare and serve snacks
  - Arrange rooms and furniture for lunch and rest periods
  - Assist with proper eating, dressing and toilet habits
  - Submit written observations on children to supervisor
  - Attend staff meetings to discuss progress and problems of children
  - Assist supervisor in keeping records
  - Maintain day-care equipment and assist in housekeeping duties.

### **Employment requirements**

- A bachelor's degree or college diploma in early childhood education is required.
- Progression to senior positions, such as daycare supervisor, is possible with experience.
- Early childhood educator assistants
- Completion of secondary school is usually required.
- Experience in child care, such as babysitting, is required.
- Completion of an early childhood education assistant certificate program may be required.

### **Housekeeping**

Occupational Classification: 6471 (Visiting Homemakers, Housekeepers & Related Occupations)

Visiting homemakers provide ongoing or short-term home support services for individuals and families during periods of incapacitation, convalescence or family disruption. They are employed by government, non-profit and home care agencies, or are self-employed. Housekeepers perform housekeeping and other home management duties in private households, embassies and other residential establishments. Companions provide elderly and convalescent clients with companionship and personal care in residential or institutional settings. They are employed by home care agencies or may be self-employed. Foster parents care for children or family members in their homes under the direction of a foster parent agency.

### **Example Titles**

- companion
- foster parent
- home support worker
- housekeeper
- personal aide
- personal care attendant
- visiting homemaker

### **Main duties**

Housekeepers perform some or all of the following duties:

- Perform housekeeping and other home management duties under general direction of employer
- Plan and prepare meals independently or with employer, and may serve meals

### **Employment requirements**

- Some secondary school education is usually required.
- Child-care or home management experience may be required.
- Visiting homemakers may require college or other courses in home support.
- First aid certification may be required.

### **Additional information**

There is mobility among the occupations in this group.

### **Security**

Occupational Classification: 6651 (Security Guards and Related Occupations)

This unit group includes security guards and other related workers who guard property against theft and vandalism, control access to establishments, maintain order and enforce regulations at public events and within establishments. They are employed by private security agencies, retail stores, industrial establishments, museums and other establishments.

### **Example Titles**

- airport security guard
- armoured car guard
- bodyguard
- bouncer
- commissionaire
- crossing guard
- gate attendant
- night watchman/woman
- preboarding security guard
- security guard
- security officer

### **Main duties**

Workers in this unit group perform some or all of the following duties:

- Control access to establishments, issue passes and direct visitors to appropriate areas
- Patrol assigned areas, on foot or in vehicles, to guard against theft, shoplifting, vandalism and fire
- Enforce regulations of an establishment to maintain order
- Operate security control-room equipment to monitor establishment activities
- Perform security checks of passengers and luggage at airports
- Drive and guard armoured trucks and deliver cash and valuables to banks, automated teller machines and retail establishments
- Ensure that establishment safety and emergency procedures are followed, and respond to fire alarms, bomb threats and other emergencies.

### **Employment requirements**

- Some secondary school education is usually required.
- Armoured car drivers require a driver's licence.
- Training is provided for airport security guards and establishment-specific training may be provided for other security occupations in this unit group.
- Security guards carrying firearms require a licence.

## **Appendix D: Staff Salaries by Occupational Classification and Province**