INTERNAL/EXTERNAL POSTING

Bilingual Family Liaison Officer (FLO)

Posting Type: Permanent, Full time
Start Date: ASAP
Hours of Work: 37.5 hours per week, with occasional evenings and weekends
Job Location: Travel throughout the National Capital Region with main offices at 330 Croil Private and 1745 Alta Vista Drive
Years Experience: Minimum Master’s degree in Social Work and minimum 3 years of relevant experience

Position Function

As a team member of the Military Family Resource Centre of the National Capital Region (MFRC), under the supervision of the Family Wellness Services Manager and in consultation with the Integrated Personnel Support Centre (IPSC) Services Manager, the Family Liaison Officer (FLO), will work within the Canadian Armed Forces (CAF) IPSC multidisciplinary team to deliver standardized, consistent care, service and support to families of CAF personnel coping with transition, illness, injury and grief. He/she will provide direct support, short-term counselling, bridging to community services and crisis support for CAF family members who are dealing with transition, illness, injury and grief.

Position Responsibilities

- Tailor Military Family Services Program services to respond to the needs of families of CAF personnel who are coping with an illness, injury and/or special need, or who have died while serving
- Be a member of the Assisting Officer Disengagement Team
- Advocate on behalf of families of CAF personnel who are coping with an illness, injury and/or special need, or who have died while serving
• Provide or support the development of educational and awareness sessions, briefings, and resources pertaining to: bereavement, transition, change management, crisis management, family violence, impact of occupational injuries and illness, special needs, casualty support and Designated Assistant Training
• Support/counsel family members in crisis or imminent crisis
• Maintain and develop strong community partnerships with both civilian and military organizations
• Conduct group and individual counselling sessions to support families of CAF personnel who are coping with an illness, injury and/or special need, or who have died while serving
• Assist families of CAF personnel who are coping with an illness, injury and/or special need, or who have died while serving, in their navigation of, and access to, relevant programs and services
• Collaborate on the coordination and provision of general information briefs for chain of command, CAF personnel and CAF communities
• Participate in all routine planning, strategic planning and program evaluation exercises
• Refer individual and their families to community resources when appropriate.
• Seek out, develop and maintain effective communication with other MFRCs, local agencies, and mental health organizations to ensure that MFRC clients have access to a variety of community based resources and effective referrals
• In collaboration with individual/family, develop a service plan that responds to their needs in a holistic manner. This may involve: Individual counselling, family counselling, couples counselling and parent/teen group counselling, life skill training, crisis management intervention, and preventative interventions.
• Develop of a wide range of preventative, supportive, proactive and educational services specific to military families of those who have illness, injury and/or special need, or who have died while serving.
• Compile monthly statistical reports and other reports as required
• Act in compliance with all MFRC policies and procedures and position related IPSC policies and procedures
• Maintain client confidentiality in compliance with current legislation at all times
• Perform other duties as assigned by MFRC leadership and/or IPSC Services Manager in consultation with MFRC leadership

General

• Be knowledgeable of and in compliance with all MFRC Policies & Procedures
• Be knowledgeable about other MFRC programs and familiar with MFRC referral processes
• Participate in MFRC meetings, events and activities as directed
• Other duties as assigned by leadership
• Ensure that all confidential files are stored in compliance with the Privacy Act of Canada, Department of Defence Security Regulations and MFRC policy
Desired Knowledge, Education and Experience

- Minimum Master’s degree in Social Work or closely related professional field
- Minimum of 3 years of recent and relevant client contact experience (Post-Masters)
- Current membership and certification with an accredited professional association
- Fluency in both official languages essential (reading, writing and oral)
- Demonstrated experience working directly with families, providing support services to individuals, couples and families, facilitating group work and self-help groups, community development and program development as well as experience in crisis intervention, loss, grief and trauma
- Demonstrated training and experience conducting suicide risk assessment and mental health crisis intervention
- Demonstrated ability to complete effective referrals to community services
- Demonstrated knowledge of current counselling theory and practices with a focus on Cognitive Behavioral Therapy for individuals, couples and families as well as other evidence-based techniques/ treatment modalities such as Emotionally Focused Therapy
- Demonstrated excellent written and oral communication skills, including the ability to make presentations and provide group interventions and workshops
- Demonstrated computer skills with particular proficiency in MS Word, Excel, and PowerPoint
- Ability to create and maintain confidential records according to identified standards
- Enthusiastic team player that can work independently and collaboratively within a team environment
- Exceptional knowledge and understanding of the unique challenges inherent in the military lifestyle
- Understanding of MFRC programs and services
- Thorough understanding of CAF communities, systems, policies and practices in order to effectively assist families in accessing appropriate services and supports
- Demonstrated ability to deal with both confidential and sensitive information in a professional and tactful manner
- Ability to provide a clear criminal record check and obtain an enhanced reliability security clearance
- Valid Driver’s License with access to a reliable vehicle for travel within the NCR and requisite driver’s insurance

Desired Competencies and Behaviours

- A high degree of personal initiative, excellent time management and organizational skill
- Believe in and practice the mission, goals and guiding principles of the MFRC-NCR
- A high degree of personal initiative with excellent planning and organizational skills; able to prioritize tasks, work under pressure and meet deadlines
• Excellent interpersonal skills in dealing with volunteers, the community, staff, agencies, the Board, military personnel, and other organizations under all types of conditions, while maintaining confidentiality, and a positive and supportive approach
• Ability to work with diverse teams to deliver a variety of programs
• Strong research skills and the ability to effectively use software and Internet applications with particular proficiency in MS Word, Excel, PowerPoint and Access
• Excellent time management, planning and organizational skills Demonstrated ability to deal with both confidential and sensitive information in a professional and tactful manner
• Continued pursuit of knowledge, education and professional development
• Demonstrated ability to deal with both confidential and sensitive information in a professional and tactful manner