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4212 Community and Social Service Workers

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.

Common Job Titles

Addictions Worker
Crisis Intervention Worker
Family Service Worker
Income Maintenance Officer
Mental Health Worker
Veterans Service Officer

Typical Employers

federal, provincial and municipal governments
hospitals
institutional health and social services firms
non-institutional health services
non-institutional social services
health and social service associations and agencies

Selected Main Duties

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

- Interview clients to obtain case history and background information;
- Prepare intake reports;
- 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;

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- Advise and aid recipients of social assistance and pensions;
- Counsel and provide assistance to clients living in group homes and half-way houses and supervise their activities;
- Provide crisis intervention and emergency shelter services;
- Implement life skills workshops, substance abuse treatment programs, youth services programs and other community and social service programs under the supervision of social workers 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 involved with clients to provide information and obtain feedback on clients' overall progress.

Generally working in a clinical, office or community setting, social service workers must deal with mental fatigue associated with social work. Addicts, dysfunctional individuals or families, or abused women are among the client groups. Some social workers may experience physical harm and some wear a portable alarm for security against such incidents. Most community care and social workers are required to work shifts.

Education/Training

Completion of a college or university program in social work, counselling or other social science discipline is usually required. Previous work experience in a social service environment as a volunteer or in a support capacity may substitute for formal education requirements for some occupations in this unit group. Community and social service workers may study a wide variety of college-level programs.

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/or experience.

Employment Prospect

Over the next five years: Fair

Employment for this occupation is expected to increase more slowly than the average for all occupations through the year 2005. Many job openings will be created each year from the need to replace workers who retire.

Most employment opportunities for this occupation are found in the service sector, primarily in non-institutional health services such as community mental health and addictions clinics. A significant number of jobs are also affiliated with government agencies in areas such as income maintenance, social services and corrections. Some job opportunities can also be found in the private sector.

Characteristics of Occupation

Estimated Employment in 2000	25,500
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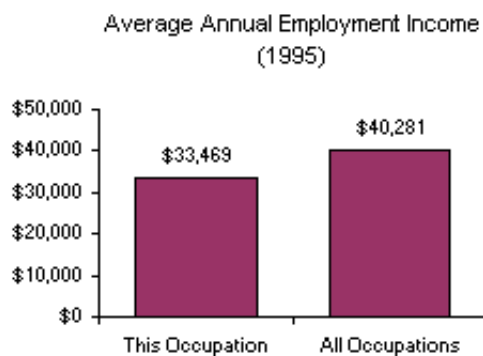
General Characteristics	(%)
Male	24
Female	76
Full-Time	74
Part-Time	26
Self-Employed	1
Employees	99
Working away from home	92

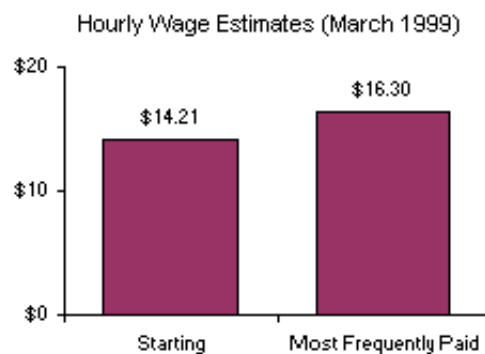
Working at home	3
No fixed workplace address	5

Main Industries of Employment	(%)
Health and social service	75
Government service	15

Employment by Region	(%) This Occupation	(%) All Occupations
Ottawa	8	10
Kingston-Pembroke	6	4
Muskoka-Kawarths	5	3
Kitchener-Waterloo-Barrie	11	9
Hamilton-Niagara Peninsula	11	11
Toronto	32	42
London	6	5
Windsor-Sarnia	6	5
Stratford-Bruce Peninsula	3	3
Northeast	8	5
Northwest	5	2

Income and Wages





Additional Information Sources

Additional information about this occupation can be obtain from the following web sites:

- **Ontario Mental Health Foundation**
- **Ontario Association for Community Living**
- **Canadian Association for Community Living**
- **Canadian Association of Schools of Social Work**

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