

Job Description

POSITION:	Children’s Support Worker
ACCOUNTABILITY:	Team Supervisor - Access
CLASSIFICATION:	Full-time
DATE APPROVED:	June 28, 2017
DATE REVISED:	February 15, 2023

JOB PURPOSE

The Children’s Support Worker is responsible for providing a support function to the child welfare team with respect to children and families, supported by the Agency and Alternative Care parents. The Children’s Support Worker functions within legislative requirements, regulations, policies and procedures and the Mission, Beliefs and Vision of Nogdawindamin Family and Community Services and contributes to the accomplishment of the strategic priorities.

KEY JOB FUNCTIONS

Support Functions:

Provide a variety of services in support of case management duties assigned by the Team Supervisor - Access

- Monitor court order access visits between Natural Caregiver families; Support and encourage families to create an ongoing safe and nurturing environment;
- Transport families and children to appropriate services, community visits, and activities to achieve case plan objectives;
- Identify connections between a child and those who are identified as meaningful and beneficial caregivers;
- Support Natural Caregiver and family members on how to establish realistic expectations of children and how to adjust their parenting skills accordingly;
- Complete all pertinent data for case records, including case notes, summaries of access progress and affidavits for court when required;
- Provide child care support when required;
- Ensure appropriate inventory is available for programming and access visits;
- Provide administrative support when requested or required;
- Appear as a witness in child welfare court proceedings.

Relationship and Team Building:

Work collaboratively and cooperatively at all levels in order to support the use of a family-centered, strengths-based, child-focused practices while assisting families in building their capacities to provide safe and nurturing environments for children.

- Demonstrate behaviors, actions and attitudes that are consistent with Agency vision, mission and values;
- Provide opportunities for the enhancement and development of positive cultural identities of the children, families and communities served;
- Ensure appropriate communication and consultation with Supervisor at appropriate times;
- Ensure effective and professional communications with all internal and external service providers;
- Share information according to privacy and/or confidentiality guidelines;
- Work respectfully, positively, professionally and collaboratively with team members.

Cultural Competency

Participate in cultural activities within the agency.

- Follow the Seven Grandfather teachings as it relates to the position in line with the vision and mission of the Agency;
- Actively attend and participate in regular Anishinaabe Aadziwin cultural training and/or activities provided by the Agency;
- Ensure appropriate cultural opening when coordinating meetings both within the agency, for clients, families, communities and other collaterals;
- Actively seek guidance from cultural staff how to incorporate culture into the position or how to work from a cultural perspective;
- Engage in learning and incorporating Anishinaabemowin language within the position.

Administration and Reporting:

Complete administrative functions and reports, and adhere to Agency policies, procedures, and relevant practices.

- Ensure submissions of reports are completed and reviewed;
- Prepare reports, statistics, briefing notes and correspondence as required;
- Develop and maintain an individual detailed work plan of activities;
- Ensure confidentiality and safekeeping of all Agency documents and records;
- Develop and maintain accurate, up-to-date and concise work files;
- Work in compliance with the Occupational Health and Safety Act and any other relevant legislation;
- Prepare and submit monthly reports and travel expense claims and maintain attendance records;
- Follow Agency human resources, finance and other policies and procedures in the performance of duties.

Other Duties

- Act in accordance with agency Code of Ethics and maintain confidentiality at all times to protect the privacy of Agency staff, families and communities;
- Participate in internal or external committees as required or assigned;
- Perform additional related duties in accordance with job responsibilities and department objectives;
- Participate in training, cultural events and other mandatory training as required;
- Other duties as required or assigned.

QUALIFICATIONS

Minimum Education

- Post-Secondary diploma/certificate in the Social Services field

Minimum Experience

- One (1) year of direct experience in a social services agency
- Equivalent combination of education and experience may be considered

Knowledge Requirements

- Knowledge of Nogdawindamin programs and services
- Basic knowledge of the Child, Youth and Family Services Act
- Knowledge of First Nation service delivery, customs and traditions in responding to child welfare
- Knowledge of external services and service agencies
- Knowledge of North Shore First Nations

Special Skills

- Excellent telephone and interpersonal skills
- Excellent conflict resolution, mediation and problem solving skills
- Excellent computer knowledge including MS Office Software
- Excellent written and oral communication skills
- Excellent organizational and administrative skills
- Ability to work with First Nation communities and people
- Ability to manage crisis interventions
- Ability to work with and meet tight deadlines
- Ability to take initiative and work independently
- Ability to work within a team environment
- Ability to work with confidential and sensitive information

Other Requirements

- Respect for, sensitivity towards as well as knowledge and understanding of Anishnawbek culture, traditions and the Seven Grandfather Teachings;
- Ability to understand and speak Anishinaabemowin is a definite asset;
- Must provide a Police Records Check deemed satisfactory by the employer;
- Must have a Class 'G' Ontario Driver's Licence, access to a vehicle and the ability to travel;
- Must have \$1M automobile insurance coverage.

WORK SITE LOCATION

Location to be determined.

PHYSICAL DEMANDS AND WORK ENVIRONMENT

While performing the duties of this job, the Children's Support Worker will typically be in an office setting. The Children's Support Worker is frequently required to operate a computer, file and retrieve written documents, and work overtime when required or during emergency situations. The physical demands include, but are not limited to, standing, sitting, walking, lifting, carrying, reaching, handling, kneeling, crouching and bending.

Support positions can be described as emotionally challenging. As a result, this position is more emotionally challenging than physically challenging. There will be extended periods of sitting required when performing administrative tasks and for supervising access.

Non-physical demands include a work environment where the noise level is usually low to moderate, but may be loud on occasion. The nature of the position may expose the Children's Support Worker to moderate levels of tension when dealing with issues. The level of tension is usually moderate, with high levels of tension occurring occasionally.

The Children's Support Worker may be exposed to potentially hazardous environments including driving conditions and volatile situations during visits.

Given the traditional practices of Indigenous people, from time to time exposure to smoke from the burning of sacred medicines; tobacco, sweet grass, sage or cedar, may occur.

TECHNOLOGY & EQUIPMENT

Computer, photocopier, telephone, fax machine and cell phone.

SUPERVISORY RESPONSIBILITY

This position is not required to supervise any staff.

KEY RELATIONSHIPS

Internal

The position requires interaction with the Team Supervisor - Access , Specialized Services Manager, Volunteers, Alternative Care Parents, Team Supervisors, Child Welfare Workers, Cultural Services Department, Administrative Assistants and other staff.

External

This position will interact with other provincial Children's Aid Societies, First Nation communities, and all service related agencies within the First Nation that respond to child welfare service delivery needs.

DISCLAIMER

This document describes the position currently available and is only a summary of the typical functions of the job. It is not an employment contract. The above job description is not an exhaustive list of the duties, responsibilities, working conditions or skills required for this position. Additional duties may be assigned. Nogdawindamin Family and Community Services reserves the right to modify job duties or the job description at any time.

SIGNATURE

This is to acknowledge that I have received a copy of this job description and understand its contents.

Signature of Employee

Date