

Job Description

POSITION:	Children’s Support Worker
ACCOUNTABILITY:	Team Supervisor – Access
CLASSIFICATION:	Full-time
DATE APPROVED:	Revised June 28, 2017

JOB PURPOSE

Reporting to the Team Supervisor – Access, 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.

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 and children in Alternative Care settings
- 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 while the child is in Alternative Care setting, and demonstrate positive behaviors to caregivers
- Train Natural Caregiver family members 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
- Coordinate and arrange site locations for access visits for children and families
- Provide child care support while workers are interviewing family members or when parents are in programming
- Ensure appropriate inventory is available for programming and access visits
- Provide administrative support when requested or required
- Flexibility to work various shifts including days, evenings and weekends
- Appear as a witness in child welfare, criminal or family court

Relationships and Team Building:

Work collaboratively and cooperatively with all levels in order to support the use of 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 including, Alternative Care Providers, the police, schools and medical professionals
- Share information according to privacy and/or confidentiality guidelines
- Work respectfully, positively, professionally and collaboratively with team members

Administration and Reporting:

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

- 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 Occupational Health and Safety Act and any other relevant legislation
- Prepare and submit monthly reports, attendance records and travel expense claims

- Follow the Agency's human resources, finance and other policies and procedures in the performance of duties

Other Duties:

- Other duties as required and 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

Knowledge Requirements

- Knowledge of Nogdawindamin programs and services
- Respect for, sensitivity towards as well as knowledge and understanding of Anishnawbek culture, traditions and the Seven Grandfather Teachings
- Basic knowledge of the Child 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

Special Skills

- Good interpersonal skills
- Strong conflict resolution, mediation and problem solving skills
- Capable in crisis intervention
- Good computer skills
- Good written and oral communication skills
- Strong organizational and administrative skills
- Proven ability to work with First Nation communities and people
- 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
- Ability to understand and speak Anishnaabemowin is a definite asset

Other Requirements

- Must provide a clear Police Records Check with Vulnerable Sector Check
- Must have a Class 'G' Ontario Driver's License, access to a vehicle and the ability to travel
- Must have \$1M automobile insurance coverage.

WORK SITE LOCATION

The position(s) will be based out of the Nogdawindamin Family and Community Services, satellite offices in the individual First Nation communities.

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 home visits.

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, AC Parents, Team Supervisor, Child Welfare Workers, Cultural Services Department, Administrative Assistant 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