



IDENTIFICATION

Department	Position Title	
Northwest Territories Health and Social Services Authority	Supervisor, Family and Community Programs	
Position Number(s)	Community	Division/Region(s)
57-95046	Yellowknife	Social Programs/Yellowknife

PURPOSE OF THE POSITION

The purpose of this program is to ensure the effective delivery of child protection services, voluntary services program, and community development initiatives by providing administrative and clinical supervision to front line Family and Community Social workers, and to provide quality assurance through monitoring, evaluation and the facilitation of training and support.

SCOPE

This position is located in Yellowknife and reports to the Manager, Social Programs. The following legislation, policy documents and protocols serve as foundation for the Family and Community Social Worker's role: the Child and Family Services Act (2002); Adoption Act (2002); Child and Family Services Standards and Procedures Manual; NWT Child Abuse Protocol; and the Child and Family Services Adoption Manual.

A Supervisor, Family and Community Programs is responsible for supervising 4-5 Family and Community Social Workers, based in Yellowknife, Lutsel K'e and Fort Resolution, as well as a Family Preservation Worker, Entry Level Community and Family Social Worker and the Social Worker, Adoptions and Foster Care. On a regular basis, this position is required to complete, or assist with the completion of any and all of the duties listed in the job description for the Family and Community Social Worker. This position is able to approve financial expenditures up to \$ 6000.00 and provides cover of responsibilities for other supervisors as necessary.

This position is appointed as per the Child and Family Services Act (2002) to supervise the delivery of services in the following program areas:

- Intake and Investigation
- Voluntary Services
- Support Services

- Family Preservation and Family Re-unification
- Permanency Planning
- Foster Care
- Adoptions
- After-Hours emergency services, 365 day per year

The Supervisor, Family and Community Programs is required to provide after-hours supervision to Community and Family Social Workers on a regular basis, approximately 8 days per month.

This position frequently provides assistance and services to other Authorities from across the NWT, as clients move to Yellowknife in order to gain access to resources.

RESPONSIBILITIES

1. Ensure that all child protection reports are appropriately screened and investigated and that all request for assistance regarding family violence, adult services or other relevant requests made after hours receive an appropriate response.

- Review child protection reports, determine the required response in conjunction with staff, and assist staff with the formulation and implementation of an action plan;
- Review child protection investigations to ensure that they meet legislative standards, policy standards and best practice guidelines;
- Provide direct supervision on each case, review and approve written documentation;
- Consult with the Manager, Social Programs and or the Director, Social Programs regarding complex or politically sensitive cases, or in situations involving significant incidents, providing recommendations for action and follow-up and implement recommendations;
- Review and approve documentation to ensure that the Child and Family Services Information System is updated with accurate and timely information concerning screenings, investigations, legal statuses and placements, and provide direction to staff when changes are necessary;
- Provide education to families, the public and to other agencies regarding the mandate and responsibly of child protection services in the community;
- Provide direction to staff on legislative requirements, policy and procedures, and assist staff in developing or enhancing their knowledge, skills and abilities;
- A Promote and facilitate the development of a collaborate partnership with all local RCMP detachments and direct the coordination of all investigations of child abuse reports in conjunction with the RCMP;
- Consult and partner with schools, medical professionals, day care personnel, and other relevant government and non-government agencies;
- Review risk assessments completed by staff, make recommendations and/or direct staff to act appropriately;

- Teach staff to properly assess the ability and capacity of parents and/or custodians to provide appropriate care and protection to their children, and where necessary, direct that staff apprehend children from the care of their parents/custodians;
- Monitor, direct, and support staff in the completion of assessments on children and families;
- Provide guidance and direction to staff in the development and implementation of agreements and written plans in conjunction with families, and their support system;
- Provide after-hours supervision to staff on a rotational basis with two other supervisors and Manager, Social Programs to ensure supervision coverage after working hours, 24 hours a day, 365 days per year;
- Train staff to utilize and partner with community resources;
- De-escalate crisis situations through negotiation and mediation with parents, children, extended family members, staff, community advocates and lawyers;
- Respond to, address and attempt to resolve complaints made against staff by clients, community resources and the public;
- Debrief issues, concerns and critical incidents with staff; and
- Demonstrate appropriate social work skills, intervention methods, and organizational skills, and mentor staff in these areas.

2. Facilitate the effective delivery of family preservation, family re-unification and permanency planning programs by providing guidance, leadership and direction to staff and management.

- In consultation with the Manager, Social Programs, develop and implement work plans for programs;
- Promote and provide leadership in the development of multi-disciplinary teams, facilitate case conferencing with families, government and non-government agencies, monitor and evaluate case conferencing activities;
- Review, approve and direct casework to ensure that planning with families is realistic, appropriate, and based on best practices;
- Collaborate with supervisors and/or managers of other programs to ensure effective service coordination for children and families;
- Communicate with Departmental specialists and managers and provide Departmental staff with information and recommendations on complex cases and permanency planning;
- Manage resources effectively and efficiently, including staffing resources, financial resources, foster care and other program resources;
- Provide consultation and direction to staff in all significant areas impacting children;
- Review, monitor and direct adoptions care work;
- Collaborate with the Department on initiatives designed to strengthen permanency planning and/or facilitate the adoption of children;
- Provide leadership and direction to staff in the negotiation of access and care arrangements;
- Review and direct the development of permanency plans for children in care, including the completion of all required documentation, an extensive examination of extended family resources, taking into account the child's connection to their extended family,

community and culture, and with whom and where the child will live throughout their childhood;

- In consultation with management and Department, provide direction to staff on negotiation of pre and post-adoption support services to adoptive families;
- Collect, analyze and report on different aspects of Child and Family Services Program;
- Project future program needs; and
- Develop policies so that all Child and Family Service staff are aware and clear of their roles and responsibilities.

3. Develops and manage foster care resources to ensure that children with a wide range of special needs are appropriately supported.

- Promote foster care in the community, and engage in ongoing recruitment of new foster families;
- Assist in the training of foster parents and assist them in meeting the care requirements of children;
- Ensure the effective delivery of services and supports to foster parents;
- Facilitate appropriate supervision of foster homes, including monitoring and evaluation, documentation and filing, and timely processing of applications, home studies and reviews;
- Promote and facilitate collaborative relationships between staff and foster families;
- Ensure that foster families and properly informed about the needs of their foster children, the part they play in supporting the child's relationship with their family, and their role and responsibilities as foster parents;
- Supervise and direct staff in the investigation of reports against foster parents;
- Facilitate, implement and review services and programs that help increase foster parents capacity to provide effective care to foster children;
- Monitor, manage and control the placement of children with foster families and ensure that children are properly matched with foster families;
- Provide mediation, negotiation, and advocacy for foster families in situations where they feel their capacity to provide effective care to foster children has been compromised;
- Work collaboratively with the Territorial Foster Family Association to ensure appropriate support and communication with foster parents; and
- Audit foster family files on a regular bases to ensure compliance to standards.

4. Manage staff and resources effectively, within GNWT guidelines.

- Train and supervise staff, and monitor the completion of court work, and court documentation, and ensure that court work and court documentation comply with rules of the court, as well as departmental standards;
- Review and approve all court documentation, including notices of motion, court orders, originating notices, adjournment orders, the plan of care report, and other documents as required by the court;
- Assign cases and other job responsibilities to staff;
- Monitor compliance of staff in carrying out the terms and conditions outlined in court orders, and monitor compliance of all parties, and arrange reviews when required;

- Complete file audits in all programs on a consistent basis, and provide results of file audits and recommendations to the Manager, Social Programs;
- Carry out administrative duties in compliance with labor relations policy, human resources policy, and Union Agreement;
- Work in conjunction with Human Resources staff to recruit, interview, and recommend employees for hiring to vacant positions; and
- Provide monthly activity reports to the Manager, Social Programs, outlining caseloads, activities, issues and recommendations;

5. Strengthen community resources and capacity through community development initiatives

- Provide leadership, guidance and support to staff participating in community development initiatives;
- Provide information and education to schools, RCMP, medical personnel, and other relevant agencies and members of the public on child protection legislation, policies, services and programs;
- Develop collaborate relationships and partnerships with relevant government and non-government agencies for the purpose of enhancing service delivery to the community;
- Participate on committees for the purpose of planning and implementing emergency social services in response to catastrophic events;
- Advocate for new or improves approaches, services, programs, or methods of service delivery in order to more effectively serve clients;
- Participant on social/health committees, to addressing a specific social or community need, and/or assist other agencies in the development and implementation of psycho-educational groups;
- Participate in joint projects with other government and non-government agencies; and
- Promote community wellness with the public and in collaboration with other social/health agencies.

WORKING CONDITIONS

*(Working Conditions identify the **unusual and unavoidable**, externally imposed conditions under which the work must be performed and which create hardship for the incumbent.)*

Physical Demands

Carrying and transporting young children and in some cases, where children are physically resistant to being carried

(1 time while on call (10 days per month)) – ½ hour – High)

Environmental Conditions

Traveling in poor road conditions, and/ or unsafe weather conditions

(1 time a week in winter – 1 hour – High)

Working with clients who often have a history of violence, a criminal record of violent acts, and who may pose a real and significant threat and danger to personal safe

(Daily - 1 hour - High)

Exposure to unsanitary health conditions

(Daily - 1 hour - High)

Disruption of family life through working overtime or on-call, after hours, often on Sundays and holidays

(Daily)

Potential exposure to communicable diseases through contact with clients and the public

(Daily - 4 hours - Moderate)

Sensory Demands

Exposure to disturbing, graphic information

(Daily - 1 hour - High)

Balancing the need for intense listening, observation and assessment in supervision regarding cases where children could be hurt without solid decision making

(Daily - 4 hours - High)

Mental Demands

Exposure to stress as a result of being aware that one might be called upon to respond to crisis at any time, often without foreknowledge of the danger of the situation they may be walking into

(Daily - 1-3 hours when on-call, and 1 hour per week in daytime - High)

Responding to calls during the middle of the night

(Daily - 1-3 hours when on-call - High)

Handling threats and verbal harassment from clients, members of the public, and in some cases other professionals

(Daily - 1 hour - High)

Exposure to clients in public places after hours, causing stress due to clients repeated demands and in some cases causing staff to fear for their safety, and/or the safety of their family

(Daily - 1 hour - High)

Stress associated with having a higher level of responsibility in decision making about child protection cases; having to remember the details of 4-6 caseloads; and having to balance or mediate conflicting opinions of staff, including conflicts within the supervisor-supervisee relationship

(Daily - 4-8 hours - High)

Exposure to stress as a result of being the subject or reviews and/or investigations by management, the Department, or human rights organizations, the press, or the public when clients make complaints about the social worker's handling of the case

(Weekly - 4 hours - High)

KNOWLEDGE, SKILLS AND ABILITIES

- Knowledge - Child protection, legislation, policies, standards; procedures; supervision theory; labor relations; child development; family dynamics and communication; social work ethics' cross-cultural awareness; individual and family treatment perspectives; family assessment; family support approaches; child abuse/neglect; family violence; substance abuse; child resiliency; and available community resources that support children and families; negotiation and mediation approaches;
- Skills - Clinical supervision skills; administrative supervision skills; forensic interviewing; effective verbal and written communications; conflict resolution; investigative recording; assessment of children and families; crisis intervention; risk assessment; motivational skills; advocacy; team building; case conference; computer skills; data collection and statistical reporting; analyze and assist in report writing and policy writing.
- Abilities - Negotiating and mediating disputes between staff, or staff and clients; time management; performance evaluation; information management; balancing staff workloads; monitoring and evaluation; establishing collaborative working relationships between staff and teams; set priorities and meet deadlines; balance conflicting work demands; balance the conflicting roles of social control agent and support person to the family; balance conflicting points of view; proven ability to supervise in a unionized environment; and ability to utilize positive approaches in dealing with negative situations; coaching; helping; teaching; protecting of children's needs.

Typically, the above qualifications would be attained by:

The foregoing are all required in order to perform the general responsibilities of this position and will most commonly be acquired through a Bachelor's degree in social work and four years of directly related work experience, with at least two years of direct Supervisory experience.

ADDITIONAL REQUIREMENTS

Position Security (check one)

- No criminal records check required
- Position of Trust – criminal records check required
- Highly sensitive position – requires verification of identity and a criminal records check

French language (check one)

- French required
- French preferred
- French not required