



## IDENTIFICATION

Department	Position Title	
Northwest Territories Health and Social Services Authority	Community Social Services Worker IV	
Position Number(s)	Community	Division/Region(s)
87-2018	Fort Good Hope	Child and Family Services/Sahtu

## PURPOSE OF THE POSITION

The purpose of this position is to provide community based social services to identified groups, individuals and families within applicable legislation, Court Orders, Plan of Care Agreements, Voluntary Support Agreements and budgetary restraints in order to protect and improve the social well-being and functioning of families and individuals. The incumbent works within the context of the vision and principles of the Northwest Territories Health and Social Services Authority and in accordance with the Social Work Code of Ethics.

## SCOPE

The Northwest Territories Health and Social Services Authority (NTHSSA) is the single provider of all health and social services in the Northwest Territories (NWT), with the exception of Hay River and Tłı̨chǫ regions, covering 1.2 million square kilometers and serving approximately 43,000 people, including First Nations, Inuit, Metis, and non-aboriginals. Health and social services include the full range of primary, secondary and tertiary health services and social services including family services, protection services, care placements, mental health, addictions, and developmental activities, delivered by more than 1,400 health and social services staff.

While the Tłı̨chǫ Community Services Agency (TCSA) will operate under a separate board and Hay River Health and Social Services Agency (HRHSSA) will in the interim, the NTHSSA will set clinical standards, procedures, guidelines and monitoring for the entire Northwest Territories. Service Agreements will be established with these boards to identify performance requirements and adherence to clinical standards, procedures, guidelines and policies as established by the NTHSSA.

Under the direction of the Minister of Health and Social Services, the NTHSSA is established to move toward one integrated delivery system as part of the government's transformation strategy.

The incumbent is accountable to the Regional Manager, Child & Family Services. The incumbent is expected to consult with the Regional Manager on a regular basis. Other resources that support social well-being are limited and include the RCMP, three nurses at the Community Health Centre, and a Mental Health and Addictions Counselor. The CSSW IV must develop a positive working relationship with all these resources, including the Community Child and Family Services Committee (where available), to provide optimum support to the children and families with which they work. A major emphasis for the social work team is the development of partnerships to foster positive development in the community.

The CSSW IV plays a key role in planning, consulting, making referrals and co-coordinating activities relevant to case plans related to family reunification, respite for families and other preventative measures which may impact the family in a positive way. In addition, close contact will occur with foster parents and other caregivers who may assist the family. Poor decision making could have a profound negative impact on a child, their family and the community. The caseload carried by the CSSW IV averages caseload number 15-20.

The CSSW IV will also be required to participate in the Family Court process, which would include preparing documents related to Child and Family Services cases and presenting information in court.

The incumbent is responsible for providing direct service delivery in several program areas including the Child and Family Services program, the Aged and Handicap program, the Foster Care Program and the Family Violence Program. Extent of direct service delivery provided is dependent upon other resources in the community. For example, the incumbent would be expected to provide crisis counseling, but would look towards other resources if available to provide ongoing therapy.

The day to day workload is often crisis oriented, unpredictable and chaotic by nature. Tight deadlines are imposed by legislation and must be observed.

The incumbent is typically the public's first contact with our agency. It is expected that the incumbent will present themselves to the public in a professional, courteous manner. They are required to adhere to the Canadian Social Work Code of Ethics as well as policies and standards developed by the Board and the Department of Health and Social Services in regards to professional conduct.

## **RESPONSIBILITIES**

### **1. Assist with developing community services, within budgetary limits, to promote the social well-being of individuals and families.**

- Participate in annual needs assessment of the community;
- Partner with appropriate community organization for resources to develop ways to meet identified needs;
- Participate in the evaluation of identified resources and programs on an ongoing basis;
- Conduct program and service evaluations with partner groups;
- Facilitate workshops, groups, etc. as required;
- Participate in, and/or facilitate community meetings that deal with social issues in the community;
- Develop and provide a wide range of prevention services.

### **2. Provide direct service delivery of the Child and Family Services program, within applicable legislation and regulations as well as within the policies and standards of the Authority and the Department of Health and Social Services.**

- Respond to reported concerns and complaints and begin the investigation process, within 24 hours;
- Provide voluntary support services to children and families;
- Provide voluntary support services to children 16 years of age within the guidelines of the legislation and Departmental Policies;
- Investigate a concern or complaint by conducting interviews with appropriate parties and resources in order to determine if a child is in need of protection as outlined in the legislation;
- Develop and implement Plans of Care Agreements (case plans) including reviews and evaluations;
- Coordinate Plan of Care Committees;
- Coordinate the court activities that will include preparation, filing, and serving of documents, presenting uncontested child protection cases in court, consulting with and instructing legal counsel acting on behalf of the Authority;
- Implement and monitor case plan which may include referrals to other care facilities, community partners and/or service providers;
- Facilitate foster home care including the application, development, recruitment, and training of foster parents;
- Place children in foster homes and monitor the placement;
- Provide and maintain Child and Family Services files;
- Complete statistical data to forward to the supervisor.

### **3. Provide support services to individuals, families and communities.**

- Provide support services to clients that will offer an appropriate solution to identified needs, and evaluates the effectiveness of action taken;
- Crisis intervention to provide short term immediate service to individuals and families in emergency situations;
- Provide parent education, individual and family counseling with child

- management and parent-child relations as an ongoing theme;
- Arrange for the provision of other support services, and/or prevention programs to individuals/families and the community through other regional services (e.g. assessment and referral, counseling, home support).
- 4. Provide support for the Foster Care Program in accordance with established standards and time frames.**
- Complete Home Studies and all required documentation for foster home, and for provision and or extended family foster homes;
  - Complete foster care packages, and ensures their availability to the general public;
  - Participate in Foster Parent Awareness Week with activities planned by Regional Manager, Child and Family Services;
  - Participate in recruitment activities prepared by Regional Manager, Child and Family Services;
  - Participate in training of foster parents;
  - Visit and provide support to foster parents on a regular basis;
  - Help foster parents to identify and use community resources for foster children.
- 5. Provide services to the aged and mentally/physically challenged.**
- Participate as a member of an interdisciplinary team to assist in the provision of services to the aged, and mentally and physically challenged;
  - Assist families/relatives to provide assistance to individual clients to make appropriate living plans, resolve personal adjustment problems, or cope with other difficulties;
  - Provides, or arrange for the provision of other social services through or under the supervision of the Regional Manager, Child and Family Services (e.g. home support services, respite care, residential care).
- 6. Provide emergency Social Services after normal working hours and weekends.**
- Receives after-hour calls from the public, and community agencies such as RCMP, and Health Centre on child abuse and neglect situations;
  - Investigate and assess the report and take appropriate action.
- 7. Provide Family Violence services in the community.**
- Complete risk assessment on individuals in an abusive situation (physical or mental);
  - Referral to a shelter or most appropriate and safest setting;
  - Provide counseling services to individuals and families in family violence situations;
  - With the assistance of community resources, develop, recruit and maintain safe homes in the community.

## **8. Workplace Health and Safety**

- Employees of the NTHSSA – Sahtu Region are committed to creating and maintaining a safe and respectful workplace for employees and patients/clients. Building a safe and respectful workplace is everyone's responsibility.
- All Employees have a professional and personal responsibility to perform their duties to health and safety regulations, standards, practices and procedures.
- All stakeholders --management, staff, Union of Northern Workers (UNW) and Workers' Safety and Compensation Commission (WSCC)-- need to ensure our Joint Workplace Health and Safety Committee works effectively with a shared purpose of continuous quality improvement in health and safety.
- All Employees play an active role in Workplace Health and Safety through their daily activities in identifying risk, prevention and accidents, and applying timely corrective measures.
- A healthy workplace, where employees can provide quality service under safe conditions, is the right thing to do.

## **WORKING CONDITIONS**

### **Physical Demands**

Child relocation requires the lifting and carrying of children/possessions during child placements and apprehensions typically 12 times a year, for 30 minutes up to 50 lbs. per child. When apprehending, this will typically occur while separating children from parents. Children and parents are emotional and can assault, or accidentally inflict injuries on the incumbent.

The incumbent can receive calls after hours and respond to situations, which can disrupt normal sleep patterns and cause fatigue.

Prolonged use of telephones and computers during normal working hours. This is on an ongoing daily basis.

### **Environmental Conditions**

The incumbent works in a busy office, is faced with constant interruption and meets with others on a regular basis.

Exposure to communicable diseases while in home situations and seeing clients/parents in office.

The incumbent is required to live in a northern community, and is required to travel in small aircraft or winter road to other communities. Moderate travel 6 to 8 times per year.

### **Sensory Demands**

High daily intense focused listening and observing for verbal and nonverbal communications during interviews, meetings, court proceedings and confrontation with children and adults.

Intensity is high because emotional situations can distort communications. Errors in understanding, interpretation and communication can result in a significant negative impact on children and families and in risk to the incumbent.

### **Mental Demands**

Decisions that affect children's and families' future must be made in stressful situations under time duress, one hour daily, intensity and duration is high.

Actual threats made by parents/family against the incumbent and family during apprehensions and other confrontational situations, typically 3 to 6 times per year.

Ongoing awareness of potential for physical assault when responding to calls in unsecured situations such as homes to investigate child abuse allegations and/or apprehend children.

On-going daily requirement to complete assignments within tight time lines with conflicting priorities with limited resources.

Unscheduled after hour callbacks are disruptive to incumbent and family life. Typically this can happen one to two times per month.

Unexpected outbursts in and out of office setting.

There is an impact on the may be incumbent, private life because of exposure to emotionally disturbing experiences.

### **KNOWLEDGE, SKILLS AND ABILITIES**

- Knowledge of the community and region.
- Knowledge of child development and family dynamics.
- Knowledge of Social Work standards of practice, ethics and policies.
- Knowledge of Child and Family Services Act, Young Offenders Act, Adoption Act and their regulations, standards and guidelines.
- Knowledge and ability to implement social work theories, practices and procedures.
- The incumbent requires knowledge and understanding of pertinent legislation and policies such as Child and Family Services Act, Adoption Act and the Mental Health Act.
- Knowledge of child development, family dynamics, risk assessments, resiliency, and the impact of trauma and child protection theories and models of practice.
- Knowledge of social work standards of practice, ethics and policies.
- Strong written and verbal communication skills are essential as it pertains to court reports and community development.
- Written and verbal communication skills are essential particularly related to court reports.
- Computer skills specific to word processing.
- Interpersonal and conflict resolution skills.
- Solid Counseling Skills.
- Case Management skills

- Mediation skills
- Investigation skills
- Mentoring and supervision skills.
- Computer skills specific to word- processing and excel.
- Must have strong interpersonal skills in the realm of interviewing, conflict resolution and mediating.
- Solid investigative, case management and counseling skills.
- Must possess the skills and abilities to deal with crisis management as it pertains to life threatening situations such as domestic violence and the prevention of suicide.
- Ability to work as a team member in a multi-disciplinary setting.
- Ability to work in a cross-cultural setting.
- Ability to speak an aboriginal language is an asset.

**Typically, the above qualifications would be attained by:**

These knowledge and skills are normally obtained through a Diploma of Social Work with 4 years' experience in the Child and Family Services field, preferably within an aboriginal community OR a degree in Social Work with two years' experience in the Child and Family Services field, preferably within an aboriginal community OR a Master's Degree plus one year experience in the Child & Family Services field, preferably within an aboriginal community.

A valid NWT Driver's License is required and in cases may require a valid class 4 license.

Obtaining and maintaining the NWT Child Protection Appointment is a contingency of employment.

**ADDITIONAL REQUIREMENTS**

**NTHSSA - Sahtu Regional Requirements**

Within the Sahtu Region Primary, Community Social Services Workers must be able to acquire within a reasonable time frame and remain current with the following training and certifications:

- Fire training
- WHMIS
- Certification in Transportation of Dangerous Goods
- Certification in First Aid & level C CPR/AED
- Non-violent Crisis Intervention, or similar (or willing to obtain)
- Cultural Training
- Mental Health First Aid
- Applied Suicide Intervention Skills Training (ASIST)
- Workplace Safety
- Hand Washing Certificate
- Training under the Accreditation Canada Standards

## **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 if applicable)

- French required (must identify required level below)

Level required for this Designated Position is:

ORAL EXPRESSION AND COMPREHENSION

Basic (B)  Intermediate (I)  Advanced (A)

READING COMPREHENSION:

Basic (B)  Intermediate (I)  Advanced (A)

WRITING SKILLS:

Basic (B)  Intermediate (I)  Advanced (A)

- French preferred

**Aboriginal language:** To choose a language, click here.

- Required
- Preferred



**CERTIFICATION**

**Title:** Community Social Services Worker IV

**Position Number(s):** 87-2018

<p>_____ Employee Signature</p> <p>_____ Printed Name</p> <p>_____ Date</p> <p><i>I certify that I have read and understand the responsibilities assigned to this position.</i></p>	<p>_____ Supervisor Signature</p> <p>_____ Printed Name</p> <p>_____ Date</p> <p><i>I certify that this job description is an accurate description of the responsibilities assigned to the position.</i></p>
<p>_____ Deputy Head/Delegate Signature</p> <p>_____ Date</p> <p><i>I approve the delegation of the responsibilities outlined herein within the context of the attached organizational structure.</i></p>	

**The above statements are intended to describe the general nature and level of work being performed by the incumbents of this job. They are not intended to be an exhaustive list of all responsibilities and activities required of this position.**