



**IDENTIFICATION**

Department	Position Title	
Tłıchǫ Community Services Agency	Community Social Services Worker (CSSW) III	
Position Number	Community	Division/Region
27-13757	Behchokǫ	Health and Social Program / Tłıchǫ

**PURPOSE OF THE POSITION**

The Community Social Services Worker III provides community based social services to identified groups and families within applicable legislation, and budgetary restraints to protect and improve the social well-being of families and individuals. The incumbent works within the context of the mission and vision of the Tłıchǫ community Services Agency and in accordance with the Northwest Territories (NWT) Association of Social Service Workers.

**SCOPE**

The scope of the Tłıchǫ Community Services Agency (TCSA) is to manage the delivery of a range of integrated public Government of the Northwest Territories (GNWT) and First Nations health, wellness and education programs and services for the NWT Tłıchǫ communities of Behchokǫ, Gameti, Wekweètì and Whatì. Established in 2005 as part of the Tłıchǫ Agreement, the Agency is designed to be an interim GNWT organization through which the Tłıchǫ Government will eventually exercise their treaty rights for self-government. The Agency serves approximately 3,000 people, employs 230 staff and has an annual budget in excess of \$30M. Programs and services include early childhood education, K-12 education, health and wellness, child and family services, mental health and addictions, and continuing care and independent living.

The Tłıchǫ Community Services Agency vision “Strong like Two People” is a metaphor for the desire by community leadership to build an organization and create programs and services that recognize the strength and importance of two cultures.

The TCSA administers all regional health and social services (HSS) delivered to a population of approximately 3,000 residents of the Tłıchǫ region through 3 Community Health Centers and 1 Community Health Station, and for the residents of the Jimmy Erasmus Seniors Home.

TCSA provides and supports the delivery of health care services to adults and children on an outpatient and outreach basis to enhance healthy communities' well-being through excellence, accountability and respect for regional diversity.

Located in Behchokq, the Community Social Services Worker (CSSW) III reports to the Regional Supervisor, Child and Family Services, and is an integral part of the primary community care team which consists of community health nurses who work out of the health centres, and visiting physicians. Other resources available include but are not limited to an RCMP detachment, mental health and addictions counsellors, and the continuing care team.

The CSSW III plays a key role in planning, consulting, making referrals, and coordinating activities relevant to case planning, family reunification, family respite, effective foster care, other caregivers, and preventative methods which may strengthen families. The CSSW III will be required to participate in the family court process according to tight, legislated timelines and to present information in court.

The incumbent works in a very busy office with many interruptions and client conferences, and rapid decision making and problem solving in day to day and crisis situations requires considerable mental agility.

The workload will average 15-20 cases. This position provides emergency social services after regular office hours, on holidays and weekends.

The client base for this position may also include three other communities in the Tłıchq region.

## **RESPONSIBILITIES**

- 1. Assist with developing community services within budgetary limits to promote social well-being of individuals and families.**
  - Participate in community needs assessment.
  - Partner with community resources to develop ways to meet needs.
  - Participate in the evaluation of resources and programs on an ongoing basis.
  - Conduct program and service evaluations with partners.
  - Facilitate workshops, groups, etc., as required.
  - Participate in and/or facilitate community meetings that deal with social issues in the community.
  - Develop and/or facilitate prevention services.
  
- 2. Provide direct service delivery of Child and Family Services (CFS) Program, within applicable legislation, regulations, and ministerial directives, as well as standards, Policies and procedures of TCSA and the Government of the Northwest Territories (GNWT).**
  - Investigate all concerns and complaints as indicated by the Standard Operating Manual (SOM) procedures.
  - Determine if a child is in need of protection as outlined in legislation and policy.
  - Provide voluntary support services to children and families within guidelines.

- Provide voluntary support services to children 16 years and older within guidelines.
- Develop and implement plans of care including reviews and evaluations.
- Develop, implement, and monitor case plans which may include referrals to care and/or rehabilitation facilities in the NWT or out of Territory, community partners, NGOs, and/or other service providers.
- Coordinate court activities that include but are not limited to, preparation, filing, and serving court documents, presenting child protection cases, consulting with legal counsel on behalf of the authority.
- Assess foster homes and facilitate foster care including application, development, recruitment, and training of foster parents.
- Place children in foster homes and monitor the children and ongoing functioning of the foster home.
- Implement and maintain Child and Family Services files.
- Collect, collate, and report data as required for research and/or continuous quality improvement.

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

- Provide support services to clients of all ages and abilities in response to identified need and evaluate effectiveness of service.
- Apply crisis intervention strategies to individuals and families in emergency situations
- Provide/arrange the provision of family integration and reintegration support, parenting and child care education and support where feasible
- Visit clients in out of Territory placement.

**4. Provide support for the foster care program in accordance within applicable legislation, regulations, and ministerial directives, as well as standards, policies and procedures of TCSA and the GNWT.**

- Complete home studies and all required documentation for foster homes and extended family foster homes.
- Complete foster care packages and ensure their availability to the general public.
- Participate in Foster Parent awareness week.
- Participate in recruitment activities and training of foster parents.
- Visit and provide support for foster parents on a regular basis.
- Help foster parents to identify and gain access to community, territorial, and Canadian resources available for foster parents.

**5. Provide emergency social services after regular office hours, on holidays and weekends.**

- Receive after hour calls from the public, RCMP, Health Centre, Home Care on emergency abuse and/or neglect for people of all ages and/or abilities.
- Assess the facts of the call within applicable legislation, regulations, and ministerial directives, as well as standards, policies and procedures of TCSA and the GNWT.

**6. Participate in committee work which includes but is not limited to policy and procedure committees, and continuous quality improvement committees.**

## **WORKING CONDITIONS**

### **Physical Demands**

When necessary, the incumbent may be required to assist in carrying luggage and awkward items, or carrying and transporting young children, some of whom will be physically resistant to being carried.

### **Environmental Conditions**

Travel may be required during adverse weather conditions in order to ensure child safety. Incumbent may be exposed to communicable diseases through contact with clients during the course of the workday. During home visits, there may be exposure to smoke, unsanitary conditions and/or unpleasant situations (challenging behaviours) involving family members.

### **Sensory Demands**

Intense, focused, listening and observing for verbal and non-verbal communications during interviews with children and adults. When providing direct services, the use of combined senses of touch, sight, smell and hearing is required during assessment and provision of services.

### **Mental Demands**

Job holder will be required to respond to crisis at any time, day or night, often without the foreknowledge of the danger of the situation they may be walking into.

Incumbent is aware that decisions that affect children's and families' future must be made in stressful situations; there is also an on-going awareness of potential for physical assault when responding to calls in unsecured situations to investigate child abuse allegations and/or apprehend children. Incumbent will be exposed to clients in public places, after hours, and in some instances subjected to threats and verbal harassment.

Within the social program setting there is significant lack of control over the work pace, with frequent interruptions. Incumbent also experiences tight timelines which must be met within the context of competing priorities and limited resources.

## **KNOWLEDGE, SKILLS AND ABILITIES**

- Knowledge of and the ability to implement social work theories, practices, and procedures.
- Ability to acquire and apply knowledge of pertinent legislation, regulations and acts including but not limited to the *Child and Family Services Act and the Adoption Act*.
- Ability to acquire and apply knowledge relating to child development, parenting and discipline strategies in accordance with Tłchq values and relationships.
- Knowledge of family issues and stresses of parenting.
- Knowledge of relevant privacy and personal information acts, and the ability to ensure personal and medical information is kept private and confidential at all times.
- Knowledge of and/or the ability to acquire and apply knowledge of northern culture and the environment in which TCSA operates.

- Knowledge and sensitivity regarding the geographical and cultural needs of the community, and ability to understand how community and culture impact the delivery of health and social care.
- Ability to acquire knowledge relating to the roots of trauma of the residential schools experience in the Northwest Territories.
- Ability to acquire and apply knowledge of resources available in the community and able to network with other community agencies.
- Verbal and written communication skills and the ability to follow through on client/patient inquiries and requests; including keeping the client up to date on status.
- Counselling, crisis intervention, and mediation / negotiation skills.
- Interpersonal, mediation, negotiation, advocacy and conflict resolution skills.
- Computer and word processing skills.
- Ability to apply knowledge and skills in the areas of risk assessment, family dynamics, trauma and child protection theories, models and principles.
- Ability to apply knowledge and skills relevant to investigation, interviewing and assessment skills, case conferencing, and case management.
- Ability to respond appropriately in emergency situations.
- Ability to maintain positive relationships with counsellors, supervisors, and community.
- Ability to analyze and apply previous knowledge to new situations.
- Ability to commit to actively upholding and consistently practicing personal diversity, inclusion, and cultural awareness, as well as safety and sensitivity approaches in the workplace.

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

A relevant degree and one (1) year of experience in Child Protection.

Equivalencies in education and experience will be considered.

**ADDITIONAL REQUIREMENTS**

Proof of immunization in keeping with current public health practices

Class 5 Drivers License.

Must be able to obtain a Child Protection Statutory Appointment within the first six (6) months of employment and maintain it.

First Aid/CPR training will be provided by the employer.

Non-Violent Crisis intervention training will be provided by the employer.

**Position Security**

- 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

**Indigenous language:** Indigenous Language - Not Specified

- Required
- Preferred