



**Tłıchǫ Community Services Agency**  
**Do, Nàke Lani Nàts'etso – Strong Like Two**

**IDENTIFICATION**

Department	Position Title	
Tłıchǫ Community Services Agency	Community Social Services Worker IV (CSSW IV)	
Position Number	Community	Division/Region
27-15219	Behchokǫ, NT	Health & Social Program/ Tłıchǫ

**PURPOSE OF THE POSITION**

The Community Social Services Worker IV (CSSWIV) is responsible for the effective and efficient delivery of Child and Family Service programs in the Behchokǫ region of the Northwest Territories. This position provides varied prevention and protection services to support children, youth and families within the territory, and works within the context of the vision, mission and values of the Tłıchǫ Community Services Agency (TCSA) and the Social Worker Code of Ethics through the Canadian Association of Social Workers (CASW).

**SCOPE**

The Tłıchǫ Community Services Agency (TCSA) manages 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 Tłıchǫ communities of Behchokǫ, Gametì, Wekweetì 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. Programs and services include K-12 education, health and wellness, child and family services, mental health and addictions, an 18-bed Long Term Care Facility, 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. Local Tłıchǫ and non-Tłıchǫ knowledge have complementary strengths, which together can achieve solutions to contemporary problems which neither could alone.

Located in Behchokq the CSSWIV reports to the Regional Supervisor, Child and Family Services and is required on a regular basis to consult with their supervisor who is also located in Behchokq. Other resources that they need to collaborate with to provide community supports include RCMP, Mental Health, Health Services, Income Assistance, the local Indigenous group, along with other stakeholders. The CSSW IV must develop positive working relationships with the various resources to provide optimum services to the children, youth and families with whom they work with.

The CSSW IV plays a key role in planning, consulting, developing, making referrals and coordinating activities relevant to case plans related to prevention, protection, permanency, placement and family reunification. In addition, this position is required to have consistent ongoing contact with foster parents and other caregivers. The caseload carried by the CSSW IV averages 20 families. The incumbent will be required to participate in the Family Court processes as necessary which would include preparing documents related to Child and Family Service (CFS) cases such as drafting affidavits and presenting information in court.

At times, the incumbent may be required to provide direct service delivery in several other program areas including Adult Services, Mental Health and Wellness, Family Violence Program, and will be required to respond to any emergency in the community such as natural disasters or other critical incidents. The day-to-day workload is often crisis oriented, unpredictable and chaotic by nature and further exacerbated by tight deadlines which are imposed by legislation.

The incumbent is typically the public's first contact with the child and family services team and as such it is expected that they will present themselves to the public in a professional, and respectful manner. They are required to adhere to applicable legislation, the Canadian Social Work Code of Ethics as well as policies and standards developed by the TCSA and the Department of Health and Social Services.

## **RESPONSIBILITIES**

### **1. Collaborate and provide varied community outreach services to promote the social well-being of children, youth and families.**

- Partner with appropriate community agencies and find 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 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 Service programs within applicable legislation and the policies and standards of the TCSA and the Department of Health and Social Services (DHSS).**

- Provide intake services.
- Investigate a report including completion of safety, risk and strengths and needs assessment, along with conducting interviews (forensic in cases of alleged abuse) with all appropriate parties in order to determine if a child needs protection.
- Collaborate with children, youth, young adults, families and as applicable Indigenous organizations to develop goals for all types of case plans.
- Develop and implement Plan of Care Agreements and Case Plans including reviews, and ongoing evaluations of progress with the children, youth and family.
- Coordinate Plan of Care Committees as applicable.
- Coordinate the court activities which include preparation and drafting, filing and serving of documents, presenting child protection cases in court, consulting with and instructing legal counsel acting on the Director's behalf.
- Complete and assess foster home applications including home studies, annual reviews, quality of care reviews and investigations.
- Provide regular recruitment as well as orientation, training and development to caregivers.
- Place children in foster homes ensuring priority placement is followed.
- Will ensure compliance, with minimum contacts, are adhered to properly monitor the placement.
- Provide and maintain CFS physical and electronic files.
- Complete statistical data as required to forward to the supervisor.

**3. Provide voluntary support services to children, youth, young adults and families.**

- Provide services to clients that will offer an appropriate solution to identified needs and will monitor and evaluate the effectiveness of the action(s) taken.
- Provide crisis intervention to provide short term immediate service to clients in emergency situations.
- 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).
- May be requested to provide coverage to other TCSA communities virtually and in person as required.

**4. Provide services for the Foster Care and Adoptions Program.**

- Complete Home Studies and all required documentation for the foster home approval process.
- Complete foster care packages and ensure their availability to the public.
- Participate in Foster Parent Awareness Week with activities planned by the incumbent and the Regional Supervisor.

- Participate in and develop recruitment activities under the guidance of the Regional Supervisor.
- Develop and facilitate orientation and training for Foster Parents.
- Visit and provide support to Foster Parents on a regular basis through minimum contacts; assist Foster Parents in identifying and using community resources to support them in their role.
- Prepare and maintain Foster Parent files for the community in accordance with policies and procedures.
- Complete adoption required processes as required in accordance with timelines based upon policies and procedures.

**5. Provide adult social services as required.**

- Participate as a member of an interdisciplinary team to assist in the provision of adult services.
- Provide assessment and integrated case management to adult clients with various challenges such as mental health illness, developmental delays, etc.
- Assess any indigent death benefit applications as required.
- Provide case management to all young adults receiving in/out of territory treatment and have an Extended Support Services Agreement.

**6. Provide emergency on call services after normal working hours and weekends.**

- Receives after-hour calls from clients, the public, and community agencies such as RCMP for various crisis situations, including, but not limited to reports of alleged child abuse and neglect situations.
- Will respond through investigation or other appropriate response and action.
- In the absence of other available service providers, provide crisis response and intervention and/or emotional support at the request of other stakeholders such as RCMP.

**7. Provide response and resources for Family Violence situations.**

- Complete assessments and provide safety planning.
- Provide referrals to a shelter or the most appropriate and safest setting.
- Completed interviews and/or provide ad hoc counseling services to children, youth 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 TCSA are committed to creating and maintaining a safe and respectful workplace for employees and patients/clients. Building a safe and respectful workplace that is anti-racist and culturally safe is everyone's responsibility and right.

- All Employees have a professional and personal responsibility to perform their duties in accordance with health and safety regulations, standards, practices and procedures.
- All stakeholders inclusive of 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 removal requires the lifting and carrying of children and possessions during child placements and apprehensions. This occurs on a frequent basis and takes approximately 30 minutes and up to 50 lbs. per child.

### **Environmental Conditions**

The environment exposes the incumbent to communicable diseases when engaged in direct case management with clients i.e. home situations and seeing clients/parents in office.

### **Sensory Demands**

There is a high daily intense frequency to provide focused listening and observation for verbal and nonverbal communications during interviews, meetings, court proceedings and interactions with children, youth, young adults and adults. The intensity is significant because emotional situations can distort communications, resulting in misunderstanding, misinterpretation and miscommunication.

### **Mental Demands**

The incumbent will receive unscheduled calls after hours, weekends and statutory holidays and will need to respond immediately to situations.

The incumbent will be required to make decisions impacting the lives of children, youth and families during times of intense stress. These situations are often unpredictable as the parties are highly likely to be agitated and may be under the influence of substances. This creates hostile situations that can quickly pose a significant safety risk. This can occur on a weekly basis.

The incumbent both hears and experiences a high level of trauma daily which contributes to their own vicarious trauma. Clients and families will share their stories of residential school, 60s scoop, being in the child welfare system and the abuse and trauma experienced. The

CSSW IV will need to understand the traumatic history and work towards reconciliation in a culturally safe and anti-racist manner and as such may experience inner conflict and guilt.

The role of the CSSW requires working with various high-risk clients including those who have committed violent acts of physical and sexual assault, and those who struggle with serious mental health illness, etc. During an apprehension there is the threat of physical confrontation with clients who are high risk and may be intoxicated or under the influence of substances: occurs approximately up to 5 times per month for a high degree of intensity.

The incumbent may experience threats made by parents/family toward them during both work and off hours, including in person.

Living in a northern community and the incumbent is required to travel in small aircraft or winter road (ice road) to other communities, where there may be the risk of being 'weathered' in during certain times of the year. As well some communities have limited number of amenities (food, hotel, etc.).

Moderate travel 6 to 8 times per year.

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

- Knowledge and ability to implement social work theories, practices and procedures.
- Knowledge of child development, family dynamics, risk assessments, resiliency, and the impact of trauma and child protection theories and models of practice.
- Knowledge of and/or the ability to acquire knowledge of the community and region.
- Knowledge of child development and family dynamics.
- Knowledge of all applicable anti-racist and cultural safety frameworks and practices.
- Knowledge of Social Work standards of practice, ethics and policies.
- Knowledge of and/or the ability to acquire and apply knowledge of relevant legislations that guide practice -i.e. *NWT Child and Family Services Act*.
- Knowledge relating to colonization, Canada's assimilation policies, residential school, child welfare legacy in Canada, and impacts upon Indigenous population.
- Written and verbal communication skills
- Computer skills.
- Interpersonal mediation and conflict resolution skills.
- Counseling and Case Management skills.
- Investigation skills.
- Mentoring and supervision skills.
- 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 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 Bachelor of Social Work and two (2) years of relevant experience, preferably within Child and Family Services, or Human Services.

Equivalent combinations of education and experience will be considered.

**ADDITIONAL REQUIREMENTS**

Proof of immunization in keeping with current public health practices.

The incumbent must have and maintain a valid class 5 Driver's License.

The incumbent must successfully be appointed as a Child Protection Worker within the first six (6) months of employment and maintain it.

**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