



IDENTIFICATION

| Department | Position Title | |
|--|--------------------------------------|---------------------------|
| Northwest Territories Health and Social Services Authority | Community Social Services Worker III | |
| Position Number(s) | Community | Division/Region(s) |
| 37-10394 | Fort | Social Services/Deh Cho |

PURPOSE OF THE POSITION

To provide social services in the Deh Cho Regional communities of Fort Simpson, Fort Providence, and Fort Liard, as well as surrounding communities in accordance with the NWT Child and Family Services Act, the Child and Family Services Standards and Procedures Manual, the Adoptions Act and the Adoptions Standards and Procedures Manual, and any policies, standards, and general office practices of the Northwest Territories Health and Social Services Authority, and the GNWT Department of Health and Social Services, in order to ensure the provision of safe standardized care to the children and families of the region. The incumbent works within the context of the vision and organizational values of the Northwest Territories Health and Social Services Authority and in accordance with the CASW Code of Ethics for Social Workers.

SCOPE

Reporting directly to the Regional Supervisor, Social Work Services, and the incumbent is one of eight (8), Community Social Service Worker III staff, who delivers Child and Family Services to the population of the Deh cho region. The CSSW III provides and supports the delivery of social services to children, individuals, families, groups, and the community in order to enhance overall healthy families and communities. The CSSW III operates in a framework of understanding in regards to addictions, mental health, and family violence.

Programs within THSSA Child and Family Services include, but are not limited to, Child Protection, Foster Care Services, Adoption Services, Adult Services (Protection), and Family Violence. Community Social Services includes providing emergency and non-emergency social service support, which subsequently involves intervention services and responding to

emergencies that may require decision making outside of the usual policies, procedures and standards of Social Work Practice. Poor decision-making can have a profoundly negative impact on a child, the child's family, foster families, adoptive families, the community, and upon the credibility of Northwest Territories Health and Social Services Authority, the Department of Health and Social Services, and the Government of the Northwest Territories.

Day to day supervision is provided by the Regional Supervisor, Social Work Services, as well as the on-call supervisor during after-hours services.

Social work services are a highly specialized and complex area of practice. It is a dynamic field with an ever-evolving body of research on best practices related to services for in need or at risk children and their families. It is a profession in which the potential for personal risk and liability are extremely high. Reliance on knowledge of research and professional experience is required, often creating a highly stressful environment. The outcomes of decisions have life impacting implications on the wellbeing and safety of vulnerable children.

Services may be provided within THSSA offices, communities, client homes, schools, health centers, and community halls, etc., and are intended to promote a healthy lifestyle, and decrease the incidence of negative physical, mental, social, and emotional impacts of abuse, addictions, family violence, mental illness, and trauma. Services may be provided on an individual basis or as part of a multi-disciplinary team. This profession is under constant scrutiny from all levels of government, the community, the courts, and children and families.

The Community Social Services Workers will be required to provide on-call coverage on a rotational basis during the evening and weekends in order to provide emergency social services to residents of the Deh cho Region.

The incumbent must attend NWT Statutory training and receive a Child Protection Worker Appointment.

RESPONSIBILITIES

- 1. Provide comprehensive community social services programs, including but not limited to, Child Protection, Foster Care Services, Adoption Care Services, Adult Services (may be protection), and Family Violence programs. These programs are in accordance with the GNWT Child and Family Services Act and Manual of Standards and Practices, the NWT Adoptions Act, and THSSA Policies and Procedures Manual, in order to ensure protection, prevention, and reduction in the incidence of neglect and abuse, and promote healthy children and families.**
 - Screen and investigate child protection referrals;
 - Engage in intervention services, including apprehension and placement as necessary;
 - Engage in appropriate routine and consistent documentation of the Territorial CFIS computer system based on standard timelines;
 - Engage in appropriate file documentation, including court documents, with strict adherence to timelines governed by the NWT Child and Family Services Act.

- File maintenance as per C&FS standards;
- Conduct Foster Home and Adoption Home studies, reviews, and regular monitoring visits;
- Liaison with Foster Care and Adoption care providers and complete subsidies as required;
- Appropriate foster maintenance financial forms and accountability;
- Engage in appropriate file maintenance based on the C&FS Standards.
- Deliver a wide variety of community workshops utilizing both pre-packaged materials and those requiring development by the incumbent to fit community needs;
- Work collaboratively with the Mental Health and Addictions Counselor and Community Wellness Worker in the delivery of education, promotion, and prevention programs;
- Assist in the arranging of and participation in counseling, residential treatment, outpatient treatment, general support, and aftercare with other allied professionals (i.e. Psychologist, Health Care Specialist);
- Escort youth to treatment, as well as monitor services to youth while away at treatment, including minimal standards of visitation and contact, as well as provide aftercare once youth returns to home community;
- Evaluate community social services programs on a continuing basis and modify programs for appropriateness;
- Act as a resource for agencies as well as Community Health Nurses, Personal Support Workers, Community Health Workers, etc.;
- Promote a safe and healthy environment in the work place, home, school, and throughout the community;
- Perform other duties as may be required from time to time.

2. Provide support services and case management to clients using a problem solving approach and in accordance with the standards outlined in the GNWT Child and Family Services Manual, including the NWT Adoptions Act, NWT Mental Health Act, and THSSA Policies and Procedures Manual.

- Assess, plan, implement, document and evaluate care to ensure a coordinated, holistic approach which best meets the needs of the client (conduct psychosocial assessment and family assessments to determine strength and weaknesses in order to implement appropriate intervention/services);
- Special needs assessments;
- Use case management in order to provide quality, community based services and meet local standards through best practices;
- Take a lead case management role with other care providers and agencies in order to provide clients with appropriate, effective, continuing care;
- Maintain client and administrative records following professional and legal guidelines in a confidential, concise and accurate manner;
- Assist children and families to achieve their optimal level of well-being in situations of normal health, but also during illness, injury, or through the process of dying.
- Advocate the dignity and self-respect of clients;
- Promote the autonomy of clients and assist them in expressing their needs and values in order to obtain appropriate information and services;
- Safeguard client confidentiality by ensuring that information learned in the context of a

professional relationship is not shared outside the Community Social Services Team, except with the client's written permission or as legally required;

- Apply and promote principles of equity and fairness to assist clients in receiving unbiased treatment and a share of social services and resources proportionate to their needs;
- Act in a manner consistent with the Social Work Code of Ethics, including responsibilities and standards of practice.

3. Facilitate, implement and modify client and family education and teaching based on the requirements of the client.

- Use a holistic approach to facilitate individual learning of client and their families in relation to clients need (i.e. parenting skills, discipline, nutrition, family support services, self-care, etc.);
- Assess the client for physical and psychosocial needs, their knowledge of their health and well-being, and learning needs;
- Develop, revise and evaluate resources in consultation with children, families, and clients to from ideas and take action of individual/community concerns;
- Maintain communication with other agencies, as well as the Primary Community Care Team within the community to share resources and to meet common goals;
- Meet with and provide training to community agencies and committees.

4. Advocate practice environments that have the organization and resource allocation necessary for safe, competent and ethical Social Work Practice.

- Provide coaching and leadership to peers, students and other members of the Primary Community Care Team to develop skill levels necessary to achieve the standard of Social Work Practice;
- Collaborate with Social Workers and other members of the health and social services team to advocate work environments that are conducive to ethical practice and the health and well-being of clients and the staff;
- Participate in research (i.e. Child Protection), special projects (new social services programs) and monthly staff meetings to plan, implement and evaluate joint projects related to community health status;
- Participate in staff training programs to develop person competencies;

5. Strengthen community resources and capacity through community development initiatives.

- Provide information and education to schools, RCMP, health services personnel and other relevant agencies and members of the public on Child Protection, Foster and Adoption Services, Adult Services and Protection, and Family Violence programs and services;
- Develop collaborative 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 and improved approaches, programs, services or methods of service

delivery in order to more effectively serve clients;

- Participate on social/health committees to address a specific social or community need, and/or to assist other agencies in the development and implementation of psycho-educational groups;
- Participate in joint projects with other government and non-government agencies.
- 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

The physical demands of the position can lead to physical fatigue in that the position can be fast paced. From time to time, the incumbent will be required to lift, carry, or support children, or challenged clients during the provision of services. This includes incapacitated clients within the Health Centre and emergency clients coming to the Health Centre. The incumbent will be required to travel to small and/or remote communities and may require travelling in small planes or driving in inclement weather conditions.

Environmental Conditions

The incumbent works in a busy work area, subject to distractions and disruptions. Travel may be required during adverse weather conditions in order to ensure child safety. The potential exists regarding exposure to communicable diseases through contact with clients during the course of the workday. During home visits, the incumbent may be exposed to smoke, unsanitary conditions and potentially abusive (verbal/physical) clients.

Sensory Demands

Intense, focused, listening and observing for verbal and non-verbal communications during interviews with children and adults. When providing direct services it requires the use of combined senses of touch, sight, smell and hearing during assessment and provision of services. The incumbent must be constantly aware of the client's physical and emotional needs (mood, hygiene etc.) when screening and providing for child protection, adult protection, foster and adoption care, and family violence services.

There may at times be a high volume of work that includes tight and often conflicting deadlines. There may be long periods of writing where intense concentration is required.

Mental Demands

The Community Social Service Worker III experiences constant demands from residents within the community who may require support services at any time (day or night), which may cause significant disruption to the incumbent's family and social life. In addition, the

incumbent is also subject to disruption in lifestyle due to being on-call on a rotational basis. It is normal for the individual on standby to be called back into work which causes significant stress on the incumbent's family and social life.

In addition, within the health and social services setting there can be significant lack of control over work pace, with frequent interruptions, subsequently; work is often dictated by external factors that may lead to mental fatigue or stress.

From time to time, the CSSW III may be required to provide support services to abusive clients, individuals under the influence of drugs or alcohol, and RCMP escorts where the incumbent may be at risk of physical and/or verbal assault. These incidents may occur while the incumbent is on duty as well as when off duty (within a small community it is difficult to separate the individual from the position). As a result, there is a very real concern for safety and well-being which may cause extreme levels of stress on the incumbent both during and after working hours.

KNOWLEDGE, SKILLS AND ABILITIES

- The Community Social Service Worker (CSSW III) must have working knowledge of and an ability to apply and assess the social service process (including referral, screening, investigation, assessment, intervention, apprehension, planning, implementation, and evaluation) and current Social Work Practice to ensure that the client's physical, emotional, psychosocial, spiritual and educational needs are met.
- Knowledge of counseling options as well as the skill and ability to provide supportive counseling to people of all ages with mental health, addictions, and/or family violence issues in order to recognize, interpret and prioritize findings and determine and implement a plan of action based on accepted best practices.
- Knowledge and ability to apply Social Work Principles in a cross-cultural setting are essential.
- Knowledge of child, adolescent and adult developmental, psychological, social and cognitive development.
- Knowledge of the different referral agencies and/or services available within the NWT/community for those individuals who require in-patient or alternative (such as psychiatric) assessment and care, this includes knowledge of referral routes and case management techniques.
- Knowledge of protective and risk factors in child, youth, adult and elder protection.
- Knowledge of current trends and ability to apply best practices with clients for addressing risk factors addictions, mental health disorders, family violence and support living.
- Knowledge and understanding of community demographics, values, culture and history.
- Working knowledge of the signs of violence and/or abuse at an early stage as well as current trends and best practices in addressing psychological outcomes of violence, including interpersonal therapy, supportive counseling, group support and cognitive behavior strategies.
- Knowledge and ability to operate word processing applications (i.e. Microsoft Word) in order to complete training materials and presentations, electronic mail to send and

- receive mail and the internet in order to conduct on-line research.
- Knowledge of and ability to network resources within and outside the THSSA (i.e. Health Services, Health Promotion, Homecare, as well as external agencies) in order to ensure support of clients and their families.
- The incumbent must be aware of the importance of confidentiality and be able to keep personal, protection, and medical information private and confidential at all times.
- Ability to speak South Slavey is a strong asset.
- Ability to be self-directed, meet deadlines, prioritize workloads and manage several tasks at once.
- Ability to operate in a team environment in a highly cooperative manner.

Typically, the above qualifications would be attained by:

The completion of a Social Work Degree; a bachelor of Social Work Degree with 3 years direct, relevant, and recent experience in a scope of practice related to Child Protection, Mental Health and Addictions, and Family Violence. Child Protection Experience should include, but not limited to, physical and sexual abuse investigations, court and court documentation, foster and adoption care, risk assessment, and child placement experience.

ADDITIONAL REQUIREMENTS

Deh Cho Regional Requirements

Social Workers must be registered or eligible to be registered with the NWT Social Work Association and have a completed satisfactory criminal record check.

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