

JOB DESCRIPTION

Current as of January 1st, 1999.

(Hay Format)

IDENTIFICATION

Position Number ~~88-1953~~

27-1953

Position Title: Manager, Social Services

Department: Dogrib Community Services Board

Division: Health and Social Services Location: Rae-Edzo

PURPOSE OF THE POSITION

The purpose of this position is to manager the development and delivery of Social Services programs of the Dogrib Community Services Board in order to maximize the social wellness of the people of the Dogrib Region. This is done following relevant NWT legislation, and departmental policies and practices, in accordance with accepted professional standards, within Board policies and procedures, with due respect for Dogrib culture and traditions, and under the general direction of the Director, Community Health Programs.

SCOPE

NOTE: For purposes of this Job Description "Social Services" includes the following programs: Child Protection, Aged and Handicapped, Family Violence, Foster Care, Mental Health, Parole and Probation.

Based in the Health & Social Services office in Rae-Edzo this position reports to the Director of Community Health Programs who is co-located. Also reporting to the Director are three Health Center Managers, a Regional Home Support Coordinator and an Executive Assistant. The following positions report to the Manager, Social Services: 4 Community Social Services Workers (3 based in Rae-Edzo and 1 in Wha Ti), and 1 Mental Health Specialist and a Clerk Receptionist, both located in Rae-Edzo.

A population of approximately 3,000 in the communities of Rae-Edzo, Rae Lakes, Wha Ti and Snare Lake are served. The incumbent manages a total annual budget of

\$ 1 million.

The position impacts on the educational and health programs of the Board, on Social Service programs of the NWT, and on law enforcement both in the Region and in the Territories.

RESPONSIBILITIES

Provide leadership, direction, and professional expertise in the delivery of regional Social Services programs to 4 Social Workers and 1 Mental Health Worker so that the best possible service will be provided within resources available. Difficulties to be overcome include limited financial resources, the wide dispersion of communities and difficulties attracting an adequate number of appropriately trained employees.

Main Activities

1. Maintains personal working knowledge of all program areas and their sources in legislation.
2. Assists staff to develop their skills to prioritize their work load.
3. Conferences cases which are difficult to solve with staff and other appropriate specialists or professionals in an interdisciplinary team approach.
4. Involves staff in the development of new or revised programs and procedures.
5. Provides professional services to clients.

Provide leadership and direction to 4 Social Workers and 1 Mental Health Worker in research and in the planning of Social Services activities in order to deliver the most effective programming to meet community needs with due recognition of local customs, culture and traditions. Difficulties encountered include limited financial and human resources, and lack of familiarity within the community of the role of Social Services and Mental Health workers.

Main Activities

1. Evaluates the appropriateness and effectiveness of current social service programs.
2. Prepares program proposals to enhance existing, or add new, social service programs

3. Promotes individual, family, community and regional responsibility for independent functioning.
4. Maintains effective public relations and fosters community awareness.
5. Promotes the role of Social Service and Mental Health Care workers in the communities.

Manage administrative functions to support Social Services program delivery. The incumbent will encounter such difficulties as limited resources, a general shortage of appropriately qualified applicants, and the wide dispersion of communities within the Region.

Main Activities

1. Assists the Director, Community Health Programs in the hiring of staff by providing professional/specific knowledge of program requirements and evaluating how well applicants meet them. Orients new staff and evaluates performance during probation and recommends termination or completion to Director.
2. Assigns responsibilities, goals and objectives to staff, evaluates their performance, and initiates appropriate administrative action e.g. coaching for performance improvement, or implementing progressive discipline, including recommending termination.
3. Assists the Director Community Health Programs to develop the annual O & M budget for Social Services and Mental Health programs and controls expenditures within approved budget by approving purchases or recommending them for approval, and approving or recommending payment of invoices/expense claims in accordance with delegated authority.
4. Evaluates appropriateness of facilities allocated for program delivery, and recommends to Director modifications, re-allocations or replacements.

Represent the Board on committees, in discussions with the Department of Health and Social Services, and other external agencies on matters relating to the provision of Social Services in order to ensure that the Board's needs and opinions are understood, and that cooperative relationships are maintained. Difficulties encountered include travel distances, competing priorities for limited resources, resolving or accommodating conflicting perspectives of other agencies and boards.

1. Researches background information and materials.

2. Establishes and maintains effective contacts with other agencies to obtains/share information.
3. Arranges for and facilitates meetings with other agencies, making presentations on professional topics and the Board's needs and positions.
4. Communicates outcomes to the Director, Chief Executive Officer, or to the Board, with recommendations, and facilitates their decision making process when appropriate.

Perform other duties as may be assigned by the supervisor

KNOWLEDGE, SKILLS AND ABILITIES

The incumbent must have a thorough knowledge of contemporary professional Social Services Work principles and practice, goals and objectives, community processes, of assessments for child welfare and mental health, and of the Social Workers' Code of Ethics. Also essential are good verbal and written English and verbal and written communication skills. These would normally be acquired through successful completion of a baccalaureate degree in Social Work and five years of directly related experience.

These are required to provide the essential professional knowledge of Social Service functions , and the ability to communicate them, as well as administrative, supervisory and financial data.

Current membership in the NWT Social Workers' Association and the Canadian Association of Social Workers are regulatory requirements.

The abilities to work effectively in an inter-disciplinary team, and with minimal, general direction are required for this position in order to achieve a unified, effective and efficient service to the community..

The incumbent must be able to quickly learn, apply and explain the Canadian and NWT Judicial systems in order to correctly apply these, and to supervise Community Social Service Workers in the application of the provisions of these systems.

A good working knowledge of human resource, and general, management principles and practices as would normally be acquired through not less than three years of administrative or management work experience in the delivery of social services, or an equivalent combination of training and experience is a necessity in order to maximize the performance of assigned human, financial and physical resources.

Basic computer literacy and the ability to use, or to learn to use, word-processing software are required in this position in order to most efficiently develop and

communicate program materials, communications etc. within the division and with external agencies.

The incumbent must be able to deal effectively with people of all ages and backgrounds in a multi-cultural setting under emotional and stressful situations in order to deliver effective professional services, deal appropriately with community and client concerns and questions, and participate effectively in program and community development, and divisional operations.

WORKING CONDITIONS

PHYSICAL DEMANDS

The incumbent spends approximately 75% of working time seated at a desk, or around a meeting table. The balance of time is spent standing, or traveling by motor vehicle or aircraft.

ENVIRONMENTAL CONDITIONS

The position requires regular travel by road, or aircraft to the communities of the Region. This occurs on an average of once per month. Travel may be for up to one hour one way, and the incumbent will be exposed to cold weather hazards.

SENSORY DEMANDS

Very careful listening, and attention to the nuances of non-verbal communication are required during meetings with individuals and groups. These sessions typically will last up to 90 minutes without the opportunity for a break.

MENTAL DEMANDS

The travel around the Region as described above is disruptive to personal and family life.

Exposure to emotionally disturbing, volatile experiences as when individuals or groups perceive they have been unfairly treated by staff, and dealing with people in an emotional state, as in child custody cases, is mentally exhausting for the incumbent. Such situations and encounters typically occur several times a year for several hours at a time.

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