



**Tlicho Community Services Agency**  
*By Nike Lani Nins'otao - Strong Like Two People*

**IDENTIFICATION**

Department	Position Title	
Tlicho Community Services Agency	Community Social Services Worker III (CSSWIII)	
Position Number(s)	Community	Division/Region(s)
27-15219	Behchokò, NT	Health & Social Program/ Tlicho

**PURPOSE OF THE POSITION**

The Community Social Services Worker III (CSSWIII) 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 Tlicho community Services Agency and in accordance with the NWT Association of Social Service Workers.

**SCOPE**

The scope of the Tlicho Community Services Agency is to manage the delivery of a range of integrated public GNWT and First Nations health, wellness and education programs and services for the Tlicho communities of Behchoko, Gameti, Wekweeti and Whati. Established in 2005 as part of the Tlicho Agreement, the Agency is designed to be an interim GNWT organization through which the Tlicho 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 approximately of 30 million dollars. Programs and services include K-12 education, health and wellness, child and family services, mental health and addictions, continuing care and independent living.

The Tlicho 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 Tlicho and non-Tlicho knowledge have complementary strengths, which together can achieve solutions to contemporary problems which neither could alone.

Located in Behchoko, and occasionally providing services to the three other communities in the Tlicho Region, the individual reports to the Supervisor, Child & Family Services.

The CSSW III is an integral part of the primary community care team which consists of Community health nurses who work out of the health centres, a nurse practitioner, and visiting physicians. Other resources available include but are not limited to an RCMP detachment, mental health and addictions counselors, 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 workload will average 15-20 cases.

The CSSW III will be required to participate in the family court process according to tight, legislated timelines and to present information in court.

## **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 Program, within applicable legislation, regulations, and ministerial directives, as well as standards, Policies and procedures of TCSA and the GNWT.**

- Investigate all concerns and complaints as indicated by the SOM procedures and manual
- 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 Northwest Territories 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**

- Receives after hour calls from the public, RCMP, Health Centre, Home Care, Long Term 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 policy and procedure committees, continuous quality improvement committees**

## **WORKING CONDITIONS**

### **Physical Demands**

Child relocation and child possessions transportation require lifting up to 25 Kg, for 20-30 min, several times a year.

24 hour call can disrupt sleep patterns and cause fatigue

### **Environmental Conditions**

The incumbent works in a very busy office with many interruptions and client conferences. Exposure to communicable disease is a possibility.

Travel in small aircraft and on winter/ice roads several times a year

### **Sensory Demands**

Focused verbal and non-verbal communications during interviews, case meetings and client interaction are frequent.

### **Mental Demands**

Within the social program setting there is significant lack of control over the work pace, with frequent interruptions that may lead to mental fatigue or stress. Exposure to stress as a result of being aware that one might be called upon to respond to crisis at any time, often without foreknowledge of the situation they may be walking into.

Rapid decision making and problem solving in day to day and crisis situations requires considerable mental agility.

The incumbent must be alert and aware of situations that may pose a threat to personal safety and the safety of others. May have to handle threats and verbal harassment.

Tight timelines which must be met within the context of competing priorities and limited resources may cause mental strain.

## **KNOWLEDGE, SKILLS AND ABILITIES**

- The incumbent requires knowledge of and the ability to implement social work theories, practices, and procedures. Working knowledge of pertinent legislation, regulations and acts including but not limited to the Child and Family Services Act and the Adoption Act is required, as well as the ability to analyze and apply previous knowledge to new situations.
- The ability to apply knowledge and skills in the areas of risk assessment, family dynamics, trauma and child protection theories, models and principles is required. The incumbent must also be familiar with investigation, case conferencing, and case management
- The incumbent must be able to respond quickly and appropriately in emergency situation and have interpersonal, mediation, negotiation, and conflict resolution skills as well as excellent communication skills
- Be a compassionate, effective, competent Community Social Services Worker working with families and children from birth to age 19.

- Must be able to obtain a Child Protection Statutory Appointment
- Must be able to competently perform all duties required of a Community Social Services Worker.
- Knowledge of resources available in the community and ability to network with other community agencies.
- Tlicho cosmology
- The roots of trauma of the residential schools experience in the Northwest Territories
- Child development, parenting and discipline strategies in accordance with Tlicho values and relationships.
- Universal precautions in order to protect the caregiver and client from the transmission of infections
- Family issues and stresses of parenting
- Resources available in the community, the Tlicho region and the Northwest Territories Addictions and domestic violence issues
- Networking with other community agencies Non-Violent Crisis intervention training
- Establishing effective relationships with counselors, supervisors, and the community at large
- First Aid/CPR training will be provided by the employer.
- Basic counseling skills
- Computer and word processing skills Crisis intervention skills Mediation/negotiation skills
- Advocacy
- Effective verbal and written communication skills Interviewing and assessment skills
- First Aid/CPR
- Ability to drive (operate a motor vehicle) in order to transport themselves to and from different homes as well as transport clients.
- The incumbent must be aware of the importance of confidentiality and be able to keep personal and medical information private and confidential at all times.
- Self-Control (Restrains Strong Emotions) – An ability to control strong emotions such as anger, frustration, fear and/or stress.
- Flexibility (Adapts Normal Procedures) – An ability to alter normal procedures or ways of working to fit a specific situation in order to get the job done.
- Analytical Thinking (Breaks Down Problems) – An ability to break problems into simple lists of tasks or activities.
- Listening, Understanding and Responding (Listens Responsively) – An ability to demonstrate objective and active listening and behave in a helpful and responsive manner (this includes being able to see out the facts and pertinent information before drawing conclusions).
- Client Service Orientation (Follows Up) – An ability to follow through on client/patient inquiries and request. This includes keeping the client/patient up to date on status.
- Teamwork & Cooperation (Cooperates) – An ability to participate in groups willingly and support team decisions (i.e. is a “good team player”).

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

- A Bachelor's Degree in Social Work
- Equivalencies in Education will be considered.
- The incumbent must have a valid class five driver's license and be able to complete a satisfactory criminal records check.

**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