



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

IDENTIFICATION

Department	Position Title	
Tłıchǫ Community Services Agency	Case Aide	
Position Number	Community	Division/Region
27-17728	Behchokǫ	Health and Social Program/ Tłıchǫ

PURPOSE OF THE POSITION

The Case Aide position is required to support the Community Social Services Workers (CSSWs) in the Child and Family Services (CFS) division of the Tłıchǫ Community Services Agency to ensure that social programs and services are offered and/or delivered to the residents of Behchokǫ, Gameti, Whatì and Wekweètì in accordance with the Northwest Territories (NWT) *Child and Family Services and Adoption Acts*, the Department of Health and Social Services (DHSS) policies, procedures and protocols, and Board policies and procedures.

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 including Child Protection, Adoption, Foster Care, Family Violence, Mental Health, and Addiction.

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. Local Tłıchǫ and non-Tłıchǫ knowledge have complementary strengths which together can achieve solutions to contemporary problems which neither could alone. The failure to integrate local knowledge

represents a waste of expertise, and a loss of critical information that may lead to inappropriate or even destructive interventions and strategies.

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

Located in Behchokǫ, the Case Aide Worker reports to the Regional Supervisor of Child and Family Services, and is a part of a regional CFS team providing services to communities in the Tłıchǫ Region. The Case Aide will provide services such as transporting clients to appointments, providing escorts for children/youth as required, conducting home visits related to both prevention and protection services, supervising access visits, ensuring timely documentation, researching information, coordinating case conferences and cultural activities, attending meetings, providing referrals, drafting reports and other duties as and when required.

The legacies of colonization, assimilation policies such as residential schools have impacted Indigenous health outcomes and the way health and social services are delivered and accessed. The incumbent is expected to honor and promote a culturally safe environment at all times.

Cultural Safety is an outcome where Indigenous peoples feel safe and respected, free of racism and discrimination, when accessing health and social services. Relationship-based care is fundamental to cultural safety because it prioritizes the need for trusting, caring and ongoing relationships between patients and clients with providers. Embedding a culturally safe approach in Health and Social Services has been identified as critical to supporting equitable access to care with the long term goal of improving health outcomes for Indigenous peoples.

For Indigenous residents of the NWT, who represent over 50% of the population, these shifts are particularly significant because despite some improvements over time, there remains significant disparities in their overall health status in comparison to non-Indigenous residents. Health disparities are largely attributed to inequalities in the social determinants of health, which for Indigenous residents include the legacies of colonization and systemic racism. Indigenous families and their children are disproportionately overrepresented in the CFS system. Most of the children who are involved with Child and Family Services are Indigenous, a fact that can be attributed both to the historical legacies and systemic racism as mentioned above, but also to the lack of culturally safe and accessible supports. These factors have impacted the way health and social services are delivered and accessed by Indigenous peoples in the NWT, contributing to additional complexities in Indigenous health disparities. When Indigenous peoples feel culturally safe after interacting with staff in the HSS system they are more likely to access care when needed, leading to improved health outcomes.

Colonization has a continuing and profound impact on NWT Indigenous families today; therefore, the Case Aide Worker position is responsible to promote and support a system-wide shift towards prioritizing family support, culturally-based prevention and intervention, and

family and community-driven programming that supports the health and wellbeing of all families who are struggling with multiple barriers to safely stay together.

The incumbent is expected to practice from a perspective that is trauma- and violence-informed, anti-oppressive, strengths-based and family centered approach and the position requires that interaction with clients and families, community members, partners and colleagues is tactful, respectful and humble. The incumbent employs self-reflection to encourage the professional growth of self and others.

RESPONSIBILITIES

1. Support children, youth and families in maintaining regular, positive, healthy family, cultural and community connections.

- Support as requested the development and implementation of an access plan and coordinate schedule with children, youth, biological families and foster families.
- Coordinate and facilitate visits between children/youth in care and their families and extended families, as well as any other identified important 'persons' in their life.
- Assist with transportation of children and/or parents to and from appointments.
- Provide supervision and support during family visits to promote healthy parent- child contact.
- Assist with development of cultural plans and provide support to follow through on activities to keep children/youth connected to their culture and community.
- Monitor progress made in family visits and provide advice and recommendations with respect to the organization and supervision of visits.
- Complete all documentation as per standards following access visits.

2. Provide support to placement, family re-unification and long-term planning.

- Provide transportation both inside and outside of community for children and youth including relocation/placement in foster homes, appointments, and supervised access visits.
- Supervise children in the designated area while parents meet with social workers.
- Facilitate appointments and escort children, youth and parents to appointments.
- Complete documentation of all contacts.
- Assist with the coordination of case conferences and meetings.
- Provide a liaison role between social workers, family members, foster parents and community agencies.
- Assist with concurrent and long-term planning for children and youth in order to ensure connections with family and culture are maintained and promoted.
- Assist with long term planning activities, including the gathering of family information for genograms and/or social histories for children.
- Assist in drafting reports and documents such as the long-term plans for children and youth in care, reunification plans, and referrals.
- Assist with transition planning and activities for youth in care.
- Participate in training activities, team meetings, and program meetings as required.

3. Assist in completion of Family and Community Social Workers administrative responsibilities.

- Maintain up to date case notes for each child/youth and/or family, and other administrative work required by policy and standards.
- Attend any required meetings pertaining to child/youth and/or family.
- Attend all community partners meetings, as deemed relevant to case planning.
- Complete required paperwork such as timesheets and expense claims.
- Assist workers in filing out necessary paperwork (i.e. referrals, access visits, transportation, summer camps).
- Assist with filing and archiving files as required.

4. Perform other duties as required.

WORKING CONDITIONS

Physical Demands

The incumbent may be required to walk/run after children who may be attempting to run away; carry luggage and/or awkward items, and manage young children who may be resistant to being carried or transported.

Environmental Conditions

Travelling in poor road conditions, and/or in unsafe weather conditions (daily in winter - 2.5 hours); potential exposure to communicable diseases through contact with clients and the public (daily); may have exposure to unsanitary conditions with home visits.

Sensory Demands

Position requires incumbent to use multiple senses working with clients and being cognizant of one's own personal safety (daily @ 3 hours).

Mental Demands

On a daily basis the incumbent may be required to respond to crisis at any time, often without foreknowledge of the danger of the situation they may be walking into (1-3 hours).

Job holder may experience threats and verbal harassment from clients, members of the public, and in some cases other professionals. As well, the incumbent may be required to work with clients who have a history of violence, a criminal record of violent acts, and who may pose as a threat and danger to personal safety.

KNOWLEDGE, SKILLS AND ABILITIES

- Knowledge of and/or the ability to acquire and apply knowledge of child development, and of parenting techniques.
- Ability to support the development and implementation of an access plan and coordinate schedule with children, youth, biological families and foster families.
- Ability to keep one's emotions under control and restrain negative actions when provoked.

- Ability to provide transportation inside/outside of community for children/youth including relocation/placement in foster homes, appointments, and supervised access visits.
- Ability to complete work according to procedures and standards and show a concern for monitoring and checking work.
- Communication skills with clients of various ages and cultures in both written and verbal form; ability to understand/respond effectively to other people from diverse backgrounds.
- Ability to value others' input and expertise and willing to learn from peers and supervisors.
- Computer literacy and the ability to learn and apply word processing, database systems.
- Organizational, problem-solving and conflict resolution skills.
- Ability to become familiar with colonization, Canada's assimilation policies, and the residential school legacy in Canada and the impacts upon Indigenous populations.
- Ability to work in a multi-disciplinary team and in a cross cultural 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 High School Diploma and (1) one year of community, customer service, clerical or child/youth experience.

Equivalent combinations of education and experience will be considered.

ADDITIONAL REQUIREMENTS

Class 5 Drivers License

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: Select language

- Required Preferred