IDENTIFICATION

Department	Position Title	
Northwest Territories Health and Social Services Authority	Community Social Services Worker IV	
Position Number	**Community**	**Division/Region**
48-13216	Norman Wells	Child, Family and Community Wellness/Sahtu

PURPOSE OF THE POSITION

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

SCOPE

The Northwest Territories Health and Social Services Authority (NTHSSA) is the single provider of all health and social services (HSS) in the Northwest Territories (NWT), with the exception of Hay River and Tłı̨chǫ regions, covering 1.2 million square kilometers and serving approximately 43,000 people, including First Nations, Inuit, Metis, and non-aboriginals. HSS includes the full range of primary, secondary and tertiary health services and social services including family services, protection services, care placements, mental health, addictions, and developmental activities, delivered by more than 1,400 HSS staff.

While the Tłı̨chǫ Community Services Agency (TCSA) will operate under a separate board and Hay River Health and Social Services Agency (HRHSSA) will in the interim, the NTHSSA will set clinical standards, procedures, guidelines and monitoring for the entire NWT. Service Agreements will be established with these boards to identify performance requirements and adherence to clinical standards, procedures, guidelines and policies as established by the NTHSSA.

Under the direction of the Minister of Health and Social Services, the NTHSSA is established to move toward one integrated delivery system as part of the government's transformation strategy.

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 Child and Family Services (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 Health and Social Services system they are more likely to access care when needed, leading to improved health outcomes.

The incumbent is accountable to the Regional Manager, Child & Family Services who is located in Norman Wells. The position is located in Norman Wells and reports directly to the Regional Supervisor, Child and Family Services (Supervisor). The incumbent is expected to consult with their supervisor/manager on a regular basis. 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 11 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 cases such as drafting affidavits and presenting information in court.

The incumbent at times 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 situation 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 courteous 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 NTHSSA 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 NTHSSA and the Department of Health and Social Services.**
   - 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 in order to properly monitor the placement.
- Provide and maintain Child and Family Services 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 NTHSSA 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 general public.
- Participate in Foster Parent Awareness Week with activities planned by the incumbent and the Regional Supervisor/Manager.
- Participate in and develop recruitment activities under the guidance of the Regional Supervisor/Manager.
- Develop and facilitate orientation and training for Foster Parents.
- Visit and provide support to Foster Parents on a regular basis through minimum contacts.
- Help Foster Parents to identify and use 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 NTHSSA 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.

During apprehension's the stress level is very high and 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 will receive calls after hours, weekends and statutory holidays and will need to respond immediately to situations. This disrupts normal sleep patterns, causes fatigue and impacts work life balance and can also contribute to negative health outcomes.

Due to the heavy administrative duties there is also prolonged use of telephones and computers during normal working hours. This is on an ongoing daily basis for upwards of 7.5 hours per day.

Environmental Conditions

The incumbent works in a busy office where there is exposure to communicable diseases; this rate of exposure increases when engaged in direct case management with clients i.e. home situations and seeing clients/parents in office.

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

Moderate travel 6 to 8 times per year.

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 high because emotional situations can distort communications. This can result in misunderstanding, misinterpretation and miscommunication and have a significant negative impact on children and families and create risk to the incumbent.

Mental Demands

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 on a daily basis 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.

They will need to work with various high-risk clients including those who have committed violent acts of physical and sexual assault, those who struggle with serious mental health illness, etc.

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

Unscheduled after hour call-backs are disruptive to incumbent's sleep and work life balance and can lead to health-related issues.

KNOWLEDGE, SKILLS AND ABILITIES

- 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 applicable 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.
- 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.
- Written and verbal communication skills
- Computer skills.
- Interpersonal and conflict resolution skills.
- Counseling Skills.

- Case Management skills.
- Mediation skills.
- Investigation skills.
- Mentoring and supervision skills.
- Interpersonal skills.
- Must possess the 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 work in a cross-cultural setting.
- Ability to speak an aboriginal language is an asset.
- 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:

These knowledge and skills are normally obtained through a Bachelor of Social Work with 1-year human services experience, preferably within Child and Family 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 and must successfully be appointed as a Child Protection Worker within the first six (6) months of employment and maintain it.

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

Indigenous language: Select language

☐ Required
☐ Preferred