


AFTER HOURS WORKER JOB DESCRIPTION

	Department	Protection
	Immediate Supervisor	Service Supervisor
	Location	Sudbury/Manitoulin
	Salary Range	\$50, 000

POSITION SUMMARY

The incumbent provides after hours, weekends, and statutory holidays coverage for all protection services of the Agency. It is an emergency service designed to meet urgent service needs and crises that require immediate attention. The After-Hours Worker will respond to all allegations of children/youth being in need of protection and to issues related to children/youth in care.

MAJOR DUTIES, ACCOUNTABILITIES AND RESPONSIBILITIES

Major Responsibilities:

1. Acts as first point of professional contact between Agency and potential clients while on afterhours.
2. Receives report by telephone from answering service concerning children/youth in need of protection. Determines responses and if case is appropriate for intervention with Service Supervision as required. Records all necessary information within the case management system. Where reports indicate possible need for protection makes further investigations shortly thereafter by telephone contact with parents, child/youth, schools, police, neighbours and other agencies, assessing reliability of information, type of investigation needed, and risk to the child/youth, the attending worker, and the referral source. This process includes file searches within case management systems and provincial database.
3. Where reports indicate possible need of protection, conducts an investigation according to the Ministry's Child Protection Standards and in accordance with First Nation protocols and in conjunction with the consultation with the Service Supervisor.
4. Where child welfare services are not needed, or not appropriate, informs referral source and may refer to other source of help in the community. Facilitates referral and acts as an advocate on behalf of the family to secure necessary services.
5. Maintains liaison with Service Supervisor covering After Hours at all times while on After-Hours duty.

6. Transfers identified protection cases to investigation, highlighting case dynamics and treatment needs or completes intake for non-protection services.
7. Provides advice, guidance and information to families and other community agencies on a wide range of matters affecting care of children/youth. Consistently presents to the community the Agency's broad capacity to intervene, facilitate and advocate.
8. Attends court hearings under CYFSA. Completes necessary documentation and gives evidence at court, if required through After-Hours Services.
9. Acts as a resource for other After-Hours Workers, providing updates, advice and guidance on cases and provides all updates to the assigned case manager/s and Supervisors.
10. Assists children/youth in the care of the Agency as necessary relative to emergency services through After Hours.
11. Liaises with volunteer resources to address emergency/afterhours services such as volunteer drivers, foster parents, customary care parents of the Agency as necessary.
12. Attends and participates in unit meetings, staff meetings, training sessions and in other meetings requested by the Service Supervisor.
13. Participates in regular performance evaluations and implements the resultant individual work plan.
14. Carries out other duties as may be from time to time assigned.
15. Engages in supervision with supervisor on a regular basis for the purpose of accountability and professional development relative to the afterhours services.
16. Completes and/or maintains case records, reports, statistics and/or correspondence in accordance with Agency policies, procedures, and guidelines and Ministry and legislated regulations and requirements.
17. Provides services to clients in accordance with Agency policies and procedures and Ministry standards and guidelines and First Nation protocols and processes relative to the service delivery model.
18. Participates as an active member of a team.
19. Maintains current information on community programs, supports and associated resources.
20. Participates in the development and implementation of the client's plan of service.

21. Responsible for all materials used in the performance of duties.
22. Establishes and maintains a professional relationship with the child/youth and/or family.
23. Assists new workers and students with mentoring, job shadowing and transfer of learning experiences relative to after-hours services.
24. Responds to medical emergencies that occur during afterhours with clients or related to new referrals as needed and documents accordingly.

Knowledge and Skill Requirements:

1. The ability to communicate effectively with the public and colleagues with a pleasant, courteous, and professional manner at any time of the day or night when he/she is on duty.
2. Maintains an up-to-date knowledge of the Child, Youth and Family Services Act and related legislation. Follows Agency existing policies, procedures and precedents but will become creative/innovative with problem solving skills and the use of community resources.
3. Knowledge of the Differential Response Model for Child Protection in Ontario as well as of the Child, Youth and Family Services Act, Ministry standards and guidelines and Agency policies and procedures.
4. An understanding of social casework principles as they relate to the assessment of family functioning and understanding of the dynamics accompanying intervention with involuntary or hostile clients.
5. Ability to relate and interact with clients, colleagues and community representatives in a professional and purposeful manner.
6. Aptitude for initiating various approaches to problem solving with realistic goals in mind.
7. Contacts are a major element of the job requiring considerable communications and human relations skills for such purposes as influencing, persuading, or negotiating with others and in dealing with highly sensitive issues.
8. The ability and capacity to intervene in a crisis situation.
9. A valid driver's license and use of a personal vehicle.

10. Computer and keyboarding skills, extensive use of database systems, word-processing and web-based programs.

Accountability:

1. Required to respond from on-call status and yet must prioritize each call or referral for urgent status in consultation with the Service Supervisor.
2. Required to plan some aspects of work within specified deadlines and according to priorities set by others.
3. A very high degree of care is required on an ongoing basis. Makes critical decisions that affect clients at risk and is responsible for outcome.
4. There is minimal financial responsibility.

Major Contacts:

1. Regular contacts with the public, both in person and by telephone as well as from the after-hours answering service. Regular contacts with the member First Nations in relation to the collaborative decision making and adherence to the First Nation protocols and service delivery practices.
2. Ability to think independently, to respond with initiative and to grow professionally for the purpose of influencing, persuading, or negotiating with clients.
3. Must be accessible whenever on duty by agency email and agency cell phone.
4. Work does not have the requirement to exercise supervision. Occasionally may explain work procedures to new or inexperienced employees.

QUALIFICATIONS:

Must possess an accredited college diploma in a related field of study. Preference is a Bachelor of Social Work Honors Degree or one in a related field of study.

At least two (2) years of work experience in the delivery of direct, frontline, social service programming targeting children, youth, and families, preferably within an Anishinaabe community/organization is preferred.

Must possess knowledge, respect, and sensitivity of the Anishinaabe culture and be committed to helping First Nation families strengthen and achieve a healthy level of well-being.

The ability to speak the Anishinaabe language is a definite asset.

Work Environment

- * The traditional practices of the Anishinabek will expose staff to wood smoke and the burning of sacred medicines, including tobacco, sweet grass, sage or cedar, will occur within the workplace.
- * Positions in the field of Anishinabek Child Protection can be both mentally and emotionally challenging. The nature of the positions may expose incumbents to high levels of tension when dealing with issues. The tension includes a level of stress that is usually moderate with high levels occurring on occasions.
- * Employees can expect there will be times they will encounter inclement weather conditions during the course of driving.