


AFTER HOURS WORKER JOB DESCRIPTION

	Department	Protection
	Immediate Supervisor	Service Supervisor
	Location	Sudbury / Manitoulin Island
	Salary Range	In accordance with the Salary Grid

Kina Gbezhgomi Child and Family Services (KGCFS) proclaims that we are an Anishinabek Agency servicing Anishinabek people to ensure services are delivered by honoring the Anishinabek way of life. KGCFS is derived from the overall cultural context of the Anishinaabe people. Other conventional child welfare services or approaches may be used and added to supplement the Anishinaabe cultural core of the agency. KGCFS believes that child welfare services outside the Anishinaabe cultural core are secondary to the primary Anishinaabe cultural core, and that child welfare services that are responsive to the cultural circumstances of the Anishinaabe client population take priority. KGCFS will be culturally grounded in its Anishinaabe foundation, beliefs, and practices and will be culturally responsive in its delivery of service while striving to educate, retain, and protect traditional Anishinaabe practices.

OVERVIEW

Under the direction of the Service Supervisor, 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 in need of protection and to issues related to children/youth in care. The mandated worker is responsible for providing the protection of children by performing duties as outlined in the responsibilities set out below, in accordance with provisions of the *Child, Youth, and Family Services Act*, First Nation Standards, Ministry Regulations, Standards, and Policy Directives.

DUTIES & RESPONSIBILITIES

Major Responsibilities

- Act as the first point of professional contact between the Agency and potential clients while on after-hours.
- Receive reports by telephone from the answering service concerning children/youth in need of protection. Determines responses and if the case is appropriate for intervention with Service Supervision as required. Records all necessary information within the case management system. Where reports indicate a possible need for protection, make further investigations shortly thereafter by telephone contact with parents, child/youth, schools, police, neighbors, and other agencies, assessing the reliability of the 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 databases.

- Where reports indicate a possible need for protection, conduct 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.
- Where child welfare services are not needed, or not appropriate, inform referral sources and may refer to other sources of help in the community. Facilitates referral and acts as an advocate on behalf of the family to secure necessary services.
- Maintain liaison with the Service Supervisor covering After Hours at all times while on After-Hours duty.
- Transfers identified protection cases to investigation, highlighting case dynamics and treatment needs or completes intake for non-protection services.
- Provide advice, guidance, and information to families and other community agencies on a wide range of matters affecting the care of children/youth. Consistently presents to the community the Agency's broad capacity to intervene, facilitate, and advocate.
- Attend court hearings under CYFSA. Completes necessary documentation and gives evidence at court, if required through After-Hours Services.
- Act as a resource for other After-Hours Workers, providing updates, advice, and guidance on cases and providing all updates to the assigned case manager/s and Supervisors.
- Assist children/youth in the care of the Agency as necessary relative to emergency services through After Hours.
- Liaise with volunteer resources to address emergency/after-hours services such as volunteer drivers, foster parents, and customary care parents of the Agency as necessary.
- Attend and participate in unit meetings, staff meetings, training sessions, and in other meetings requested by the Service Supervisor.
- Participate in regular performance evaluations and implement the resultant individual work plan.
- Carry out other duties as may be assigned from time to time.
- Engage in supervision with the supervisor on a regular basis for the purpose of accountability and professional development relative to the after-hours services.
- Complete and/or maintain case records, reports, statistics, and/or correspondence in accordance with Agency policies, procedures, and guidelines and Ministry and legislated regulations and requirements.
- Provide services to clients in accordance with Agency policies and procedures, the Ministry standards and guidelines, and the First Nation protocols and processes relative to the service delivery model.
- Participate as an active member of a team.
- Maintain current information on community programs, supports, and associated resources.
- Responsible for all materials used in the performance of duties.
- Establish and maintain a professional relationship with the child/youth and/or family.
- Assist new workers and students with mentoring, job shadowing, and transfer of

learning experiences relative to after-hours services.

- Respond to medical emergencies that occur during after-hours with clients or related to new referrals as needed and documents accordingly.
- Participate in the development and implementation of the client's plan of service.
- Work collaboratively with all agency staff, the biological parent(s) and caregiver(s), extended family, and the member First Nations as required within your respective position of service.
- Create an anti-oppressive work environment while modeling respect, and professionalism, and act as a positive role model with integrity.
- Will complete a Historical Awareness / Self-Assessment and develop an Individual Wholistic Wellness Plan including Competency Based Assessment Tools to develop a Cultural Training Plan and passport with the intent to monitor wellness and enhance and measure cultural congruencies.
- Will actively participate in agency-sponsored cultural training, staff development and educational opportunities, cultural activities, events, and ceremonies with the intent to enhance cultural congruencies.

Accountability

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

Major Contacts

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

QUALIFICATIONS

Education

- 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.

Experience

- 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 to 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.
- Experience in working within an Anishinaabe Child and Family Well-Being Services is preferred or proven experience in working with Anishinabek people.
- An individual of Anishinaabe ancestry is preferred with a genuine understanding and lived experiences of Anishinaabe worldviews, traditions, customs, and practices.

Conditions of Employment

Travel and transportation are essential functions of this position. The role requires frequent, time-sensitive travel across Manitoulin Island, Sudbury, and other jurisdictions. This includes community visits, home visits, court appearances, emergency and after-hours responses, and transportation of children and families. The ability to operate a motor vehicle independently is a **bona fide occupational requirement**. Employees must possess and maintain:

1. A valid, unrestricted Class G Ontario Driver's Licence
2. An acceptable driver's abstract
3. A reliable vehicle
4. Minimum \$1,000,000 liability insurance

Additional requirements:

- Provide and maintain a clear Police Records Check and/or Vulnerable Sector Screening Check
- Maintain valid First Aid/CPR certification
- Work flexible hours, including evenings, weekends, and on-call shifts
- Carry Agency-issued phone and equipment and operate Agency vehicles when required
- May be exposed to volatile or hazardous environments and crisis situations

SKILLS, KNOWLEDGE, & ABILITIES

- The ability to communicate effectively with the public and colleagues in a pleasant, courteous, and professional manner at any time.
- Maintain an up-to-date knowledge of the Child, Youth and Family Services Act and related legislation.
- Follows the Agency's existing policies, procedures, and precedents but will become creative/innovative with problem-solving skills and the use of community resources.
- Knowledge of the Differential Response Model for Child Protection in Ontario as well as the Child, Youth and Family Services Act, Ministry standards and guidelines, and Agency policies and procedures.
- Understand social casework principles as they relate to the assessment of family functioning and understanding of the dynamics accompanying intervention with involuntary or hostile clients.

- Ability to relate and interact with clients, colleagues, and community representatives in a professional and purposeful manner.
- Aptitude for initiating various approaches to problem-solving with realistic goals in mind.
- Contacts are a major element of the job requiring considerable communication and human relations skills for such purposes as influencing, persuading, or negotiating with others and in dealing with highly sensitive issues.
- The ability and capacity to intervene in a crisis situation.
- Computer and keyboarding skills, extensive use of database systems, word-processing, and web-based programs.
- The ability to speak the Anishinaabe language is a definite asset and/or willingness for continual learning. Preference will be given to applicants who can speak or write Ojibway, provided they have the skills, ability, and qualifications to do the job.

CULTURAL COMPONENTS

- Possess knowledge, respect, and sensitivity of the Anishinaabe culture and be committed to helping Anishinaabe families strengthen and achieve Mino Bimaadizowin (living the good life) through a healthy level of well-being.
- Expert knowledge of Anishinaabe history and oppression including colonization, government interventions including federal and provincial laws, jurisdictions, policies, and effects on the Anishinabek.
- Strong commitment to helping Anishinaabe children and their families in ways that respect Anishinaabe cultural and spiritual healing practices.
- Proven expertise in the ability to perform with cultural safety, cultural sensitivity, and cultural humility with skill to encourage healing.
- Honour all children and youth who may be in transition equally and strive to provide the required support for Lesbian, Gay, Bisexual, Transgender, Queer, and 2-spirited individuals to achieve healthy self-esteem and life enrichment.

WORK ENVIRONMENT

- Given the traditional practices of the Anishinabek, there can be exposure to wood smoke and the burning of sacred medicines within the work setting. These include the traditional medicines: tobacco, sweet grass, sage, or cedar.
- Positions in the field of Anishinaabe traditional 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.
- The incumbent can expect there will be times they will encounter inclement weather conditions while driving.

PHYSICAL DEMANDS

- Sufficient vision and hearing to perform all job duties.
- Able to perform physical and mental activities related to the job duties.
- Able to occasionally lift, up to 12 kg (25lbs), and operate related equipment.

- While performing the duties of this job, the “Position” will typically be in an indoor setting, the delivery of activities will most likely be held outdoors.

NOTE: This job description is not intended to be all-inclusive. The employee may perform other related duties as required to meet the ongoing needs of the organization.

ACKNOWLEDGMENT OF RECEIPT

I certify that I have read, understand, and agree to the responsibilities assigned to the position. I further understand that other duties may be assigned, or my role modified as necessary to meet changing needs of the organization.

Print Name	Employee’s Signature	Date (DD/MM/YYYY)

I certify that this job description is an accurate description of the responsibilities assigned to the position at present. Management reserves the right to amend roles or duties as required.

Denise Morrow		
Print Executive Director Name	Executive Director Signature	Date (DD/MM/YYYY)