

AFTER HOURS/SCREENER (CWBW) JOB DESCRIPTION

	Department	Protection
	Immediate Supervisor	Service Supervisor
	Location	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 screening and after-hours, inclusive of 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 Child Well Being Worker while on After Hours 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. The Child Well Being Worker will be scheduled to complete screening duties in conjunction with the Service Supervisor taking initial calls to the agency and processing according to provisions of the Child, Youth, and Family Services Act, First Nation Standards, Ministry Regulations, Standards, and Policy Directives.

Duties & Responsibilities

Core Responsibilities

- Act as the first point of professional contact between the Agency and potential clients.
- Receive reports by telephone 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 while on scheduled work hours.
- Open 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 as they relate to work performed.
- Act as a resource for other Child Well Being 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/screening services.
- Liaise with volunteer resources to address 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.
- Engage in supervision with the supervisor on a regular basis for the purpose of accountability and professional development relative to the after-hours/screening service.
- Complete and/or maintain case records, reports, statistics, and/or correspondence in accordance with Agency policies, procedures, 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/screening services.
- Respond to medical emergencies that occur during after-hours/screening with clients or

related to new referrals as needed and documents accordingly.

- 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 complete 35 hours of screening within a 70-hour work time frame, this can be reduced in consult and with that approval of the Service Supervisor. Hours worked in the After-Hours role will be the guiding principle.
- 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 with 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.
- Worker 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

- Minimum 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.
- Experience working with Anishinaabe children, families, and communities strongly preferred
- An individual of Anishinaabe ancestry is preferred with a genuine understanding and lived experiences of Anishinaabe worldviews, traditions, customs, and practices.

Cultural Knowledge & Community Connection

- Knowledge, respect, and understanding of Anishinaabe history, teachings, traditions, and community practices
 - Demonstrated ability to provide culturally safe, trauma-informed, and strengths-based services
 - Ability to speak or willingness to learn the Anishinaabe/Ojibway language is considered a strong asset
 - Applicants of Anishinaabe ancestry are encouraged to self-identify
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Skills, Knowledge, & Abilities

- Excellent written and verbal communication skills, including report writing and court preparation
- Knowledge of the Child, Youth and Family Services Act, Ontario Child Protection Standards, 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.
- Strong interpersonal and collaboration skills
- 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.
- Proficiency with computers, databases, and web-based systems

Conditions of Employment

- Provide a clear Police Records Check or Vulnerable Sector Screening Check (As determined by the police department).
- Possess a valid standard First Aid/CPR certificate or be willing to obtain one.

- Have a class 'G' Ontario Driver's License, access to a personal vehicle, and be able to travel.
- Carry Agency-issued phone and equipment and operate Agency vehicles when required.
- Work a standard work week of 35 hours per week, however, the ability to work flexible hours may be required.

Cultural Commitment

The successful candidate will:

- Demonstrate knowledge, respect, and sensitivity to Anishinaabe culture and traditions
- Support families in achieving Mino Bimaadizowin (living the good life)
- Practice cultural safety, humility, and responsiveness
- Honour traditional teachings and healing approaches
- Support inclusive and affirming services for all children and youth, including LGBTQ2S+ individuals

Work Environment & Physical Requirements

- While performing the duties of this job, the position will typically be within the Office, community, and home-based settings
- Indoor and outdoor work environments
- May be exposed to potentially hazardous environments this may include driving conditions and volatile situations.
- Exposure to traditional medicines and cultural practices (e.g., wood smoke, sage, sweetgrass, cedar)
- Prolonged sitting or standing and computer work
- Occasional lifting up to 12 kg (25 lbs)

Disclaimer

- This job description is not intended to be all-inclusive. Additional duties may be assigned as required to meet operational needs.

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)