

## Job Description

POSITION:	Telephone Screener
ACCOUNTABILITY:	Team Supervisor
CLASSIFICATION:	Full-time
DATE APPROVED:	November 14, 2022

### **JOB PURPOSE**

The Telephone Screener is responsible to ensure that all calls received pertaining to services are connected with the appropriate service in a timely manner. The Telephone Screener is also responsible to ensure that the case management system is accurate and concise through the maintenance of the data base and case files. The Telephone Screener functions within legislative requirements, regulations, policies and procedures and the Mission, Beliefs and Vision of Nogdawindamin Family and Community Services and contributes to the accomplishment of the strategic priorities.

### **Telephone Screening:**

Conduct child protection investigations receive incoming information and assess risk to children and youth in accordance with the Child Youth and Family Services Act.

- Receive calls and conduct initial assessments, determine eligibility and jurisdiction for services;
- Process service requests and provide information and referral to caller;
- Assess risk to children utilizing risk and assessment tools, standards and guidelines and Agency policies and procedures;
- Ensure that the case management system is accurate and concise through the maintenance of the data base and case files;
- Receive and process Alternative Care 'Placement Requests' and/or potential applicants to the Alternative Care Supervisor;
- Provide information, referrals, and linkages to internal or community services to address individual client needs, if required in the prescribed timeframe;
- Maintain client record confidentiality;
- Assist to maintain open, closed and dormant files for programs;
- Propose changes within the agency that would be seen to improve the quality of the organization and operation;
- Conduct case investigations including interventions in crisis situations;
- Assess risk to children utilizing risk and assessment tools, standards and guidelines and Agency policies and procedures;
- Obtain information from the 'Fast Track Information' System and any other Children's Aid Societies;
- Complete Assessments for the purpose of formulating treatment and service plans;
- Participate in afterhours/on-call schedule;

### **Reporting and Recording:**

Complete all case management reporting and recording requirements.

- Ensure completion of people profile, intake and new referral information in agency database;
- Ensure completion of agency case management notes within timeframe;
- Ensure completion of, Investigation plans Safety Assessment, Risk Assessment, Comprehensive Protection Assessment, Plans of Service, and Case Management Documentation;
- Prepare admission information for children admitted into care;
- Obtain supervisory approval and sign off on case recording documentation;
- Collaborate with First Nation designated authority in making decisions regarding service delivery.

### **Relationship and Team Building:**

Work collaboratively and cooperatively at all levels in order to support the use of a family-centered, strengths-based, child-focused practices while assisting families in building their capacities to provide safe and nurturing environments for children.

- Demonstrate behaviors, actions and attitudes that are consistent with Agency vision, mission and values;
- Provide opportunities for the enhancement and development of positive cultural identities of the children, families and communities served;
- Ensure appropriate communication and consultation with Supervisor at appropriate times;
- Ensure effective and professional communications with all internal and external service providers;
- Share information according to privacy and/or confidentiality guidelines;
- Work respectfully, positively, professionally and collaboratively with team members.

### **Cultural Competency**

Participate in cultural activities within the agency.

- Follow the Seven Grandfather teachings as it relates to the position in line with the vision and mission of the Agency;
- Actively attend and participate in regular Anishinaabe Aadziwin cultural training and/or activities provided by the Agency;
- Ensure appropriate cultural opening when coordinating meetings both within the agency, for clients, families, communities and other collaterals;
- Actively seek guidance from cultural staff how to incorporate culture into the position or how to work from a cultural perspective;
- Engage in learning and incorporating Anishinaabemowin language within the position.

### **Administration and Reporting:**

Complete administrative functions and reports, and adhere to Agency policies, procedures, and relevant practices.

- Ensure submissions of reports are completed and reviewed;
- Prepare reports, statistics, briefing notes and correspondence as required;
- Develop and maintain an individual detailed work plan of activities;
- Ensure confidentiality and safekeeping of all Agency documents and records;
- Develop and maintain accurate, up-to-date and concise work files;
- Work in compliance with the Occupational Health and Safety Act and any other relevant legislation;
- Prepare and submit monthly reports and travel expense claims and maintain attendance records;
- Follow Agency human resources, finance and other policies and procedures in the performance of duties.

### **Other Duties**

- Act in accordance with agency Code of Ethics and maintain confidentiality at all times to protect the privacy of Agency staff, families and communities;
- Participate in internal or external committees as required or assigned;
- Perform additional related duties in accordance with job responsibilities and department objectives;
- Participate in training, cultural events and other mandatory training as required;
- Other duties as required or assigned.

## **QUALIFICATIONS**

### **Minimum Education**

- Bachelor of Social Work degree or relevant Human Services Degree preferred
- Community College Diploma in Social Services or Indigenous Child Welfare Worker diploma may be considered

### **Minimum Experience**

- Two (2) years' direct experience in a Social Services Agency
- Equivalent combination of education and experience may be considered

### **Knowledge Requirements**

- Knowledge of Nogdawindamin programs and services
- Knowledge of the Child Youth and Family Services Act, Eligibility Spectrum, Ontario Safety Assessment, Family Risk Assessment and Strengths and Needs Assessment
- Knowledge of First Nation service delivery, customs and traditions in responding to child welfare
- Knowledge of internal and external services and service agencies
- Knowledge of the stages, process and milestones of normal development of children from birth to adolescence

### **Special Skills**

- Excellent telephone and interpersonal skills
- Excellent crisis intervention, conflict resolution, mediation and problem solving skills
- Excellent written and oral communication skills
- Excellent organizational and administrative skills
- Excellent computer skills and MS Office Software and computer knowledgeAbility to work with First Nation communities and people
- Ability to work with and meet tight timelines
- Ability to take initiative and work independently
- Ability to work within a team environment
- Ability to meet deadlines and work flexible hours
- Ability to workwith confidential and sensitive information

### **Other Requirements**

- Respect for, sensitivity towards as well as knowledge and understanding of Anishnawbek culture, traditions and the Seven Grandfather Teachings;
- Ability to understand and speak Anishinaabemowin is a definite asset;
- Must provide a Police Records Check deemed satisfactory by the employer;
- Must have a Class 'G' Ontario Driver's Licence, access to a vehicle and the ability to travel;
- Must have \$1M automobile insurance coverage.

### **WORK SITE LOCATION**

Location to be determined.

### **PHYSICAL DEMANDS AND WORK ENVIRONMENT**

While performing the duties of this job, the Telephone Screener will typically be in a home or office setting with regular meetings with children, families and other professionals. The Telephone Screener is frequently required to operate a computer, file and retrieve written documents, and work overtime when required or during emergency situations. The physical demands include, but are not limited to, standing, sitting, walking, lifting, carrying, reaching, handling, kneeling, crouching and bending. The Telephone Screener will be required to travel to meetings and home visits within the District.

Telephone Screeners must be able to multi-task within a fast-paced, high-volume and demanding environment. The Telephone Screener absorbs and interprets information from multiple parties on a regular basis and is required to listen and reconcile multiple points of view, which can be mentally challenging. As a result, this position is more emotionally challenging than physically challenging. There will be extended periods of sitting required when performing administrative tasks and while attending meetings.

Non-physical demands include a work environment where the noise level is usually moderate to high. The nature of the position may expose the Telephone Screener to high levels of tension when dealing with issues. The level of tension is usually moderate, with high levels of tension occurring occasionally.

The Telephone Screener may be exposed to potentially hazardous environments including driving conditions and volatile situations during home visits.

Given the traditional practices of Indigenous people, from time to time exposure to smoke from the burning of sacred medicines; tobacco, sweet grass, sage or cedar, may occur.

### **TECHNOLOGY & EQUIPMENT**

Computer, photocopier, telephone, fax machine and cell phone when required.

### **SUPERVISORY RESPONSIBILITY**

This position is not required to supervise any staff.

### **KEY RELATIONSHIPS**

#### **Internal**

The position requires interaction with the Investigation and Assessment Supervisor, Team Supervisors, Manager of Legal Services, Child Welfare Front Line Staff, Support Workers, Cultural Services Department, Administrative Assistant and other staff.

#### **External**

The position requires interaction with the Ministry of Children, Community and Social Services , Children's Aid Societies, other First Nation communities and all service related agencies within the First Nation that respond to child welfare service delivery needs.

### **DISCLAIMER**

This document describes the position currently available and is only a summary of the typical functions of the job. It is not an employment contract. The above job description is not an exhaustive list of the duties, responsibilities, working conditions or skills required for this position. Additional duties may be assigned. Nogdawindamin Family and Community Services reserves the right to modify job duties or the job description at any time.

### **SIGNATURE**

This is to acknowledge that I have received a copy of this job description and understand its contents.

\_\_\_\_\_  
Signature of Employee

\_\_\_\_\_  
Date