

## **Job Description**

<b>POSITION:</b>	Quality Assurance Worker – Child and Youth Identification
<b>ACCOUNTABILITY:</b>	Manager of Accountability and Compliance
<b>CLASSIFICATION:</b>	Full-time
<b>DATE APPROVED:</b>	July 30, 2024

### **JOB PURPOSE**

The Quality Assurance Worker – Child and Youth Identification ensures that all agency files comply with Ministry Standards and legislation. This role focuses on verifying that children and youth in out-of-home placements possess all necessary identification documentation. Responsibilities include tracking, obtaining, and maintaining these documents, with regular monthly, quarterly, and annual updates on their status and any outstanding items. The Quality Assurance Worker – Child and Youth Identification functions within legislative requirements, regulations, policies and procedures and the Mission, Beliefs and Vision of the Nogdawindamin Family and Community Services and contributes to the accomplishment of the strategic priorities.

### **KEY JOB FUNCTIONS**

Assist to ensure all agency files comply with Ministry Standards and legislation.

- Understand identification documentation requirements for children and youth in out of home placements.
- Maintain an accurate list of all children and youth in out of home placements.
- Ensure the development of a system to support tracking identification documentation.
- Ensure out of home placement files are up to date with valid identification documentation.
- Ensure case files are up to date with valid identification documentation.
- Develop a file checklist to track documentation for all out of home placement files.
- Develop monthly, quarterly and annual reports on the status of absent or expired identification documentation.
- Evaluate measures implemented to address non-compliance with identification documentation.
- Support Child in Care teams in identifying missing or expired documentation.
- Work with families, Child in Care staff, Service Ontario, Service Canada, and First Nations to secure applicable identification documents.
- Work with Child in Care staff to ensure transitional aged youth have all identification documentation.
- Work with First Nation membership to confirm status eligibility.
- Update applicable policies and procedures as required.
- Maintain a working relationship with Service Ontario and First Nation membership offices.

Provide outcome reports, practice reports and compliance reports.

- Ensure the development of systems to support and encourage the move towards a continuous quality improvement process;
- Identify a system to improve service delivery with performance recommendations;
- Ensure regular file audits are conducted on Agency child welfare programs;
- Ensure the validity and reliability of program service volume data;
- Develop executive summaries and lessons learned reports on compliance reviews and audits;
- Participate in updates of policy and procedure manuals to reflect quality expectations;
- Evaluate measures implemented to address identified problems and service gaps.

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

Work collaboratively and cooperatively at all levels.

- Demonstrate behaviors, actions and attitudes that are consistent with Agency vision, mission and values;
- Ensure appropriate communication and consultation with Supervisor at appropriate times;
- Ensure effective and professional communications with all internal and external stakeholders;
- 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**

- Honors Bachelor of Social Work (HBSW) or related degree

### **Minimum Experience**

- Three (3) years' experience in a child welfare protection or social service agency
- Equivalent combination of education and experience may be considered

### **Knowledge Requirements**

- Knowledge of Nogdawindamin programs and services
- Strong knowledge of the Child, Youth and Family Services Act, Eligibility Spectrum, Ontario Safety Assessment, Family Risk Assessment and Strengths and Needs Assessment
- Knowledge of Ontario Child Protection Standards
- Knowledge of First Nation service delivery, customs and traditions in responding to child welfare
- Knowledge of external services and service agencies
- Knowledge of North Shore First Nations

### **Special Skills**

- Strong interpersonal skills
- Excellent oral and written communication skills
- Excellent computer skills; MS Office Software, CWIS and EMHWare
- Excellent critical thinking and analytical skills
- Strong organizational, planning and administrative skills

- Excellent time management skills
- Excellent assessment skills
- Demonstrated competency in identifying and implementing risk management strategies
- Ability to attend to detail
- Ability to take initiative and work independently
- Ability to work within a team environment
- Ability to meet deadlines and work flexible hours
- Ability to adapt to and manage change
- Ability to work with confidential and highly sensitive and personal information
- Proven ability to work with First Nation communities and people

#### **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**

The location of this position is to be determined.

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

While performing the duties of this job, the Quality Assurance Worker – Child and Youth Identification will typically be in an office setting. The Quality Assurance Worker – Child and Youth Identification 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 Quality Assurance Worker – Child and Youth Identification will be required to travel to meetings within the district.

Administrative positions can be mentally challenging. As a result, this position is more mentally 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 quiet-to-low but may be moderate on occasion. The nature of the position may expose the Quality Assurance Worker – Child and Youth Identification to moderate levels of tension when dealing with issues. The level of tension is usually moderate, with high levels of tension occurring occasionally.

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

#### **SUPERVISORY RESPONSIBILITY**

This position is not required to supervise any staff.

#### **KEY RELATIONSHIPS**

**Internal**

The position requires interaction with all levels of employees in the Agency.

**External**

The Quality Assurance Worker – Child and Youth Identification may be required to work with First Nation membership, other services, Services Canada, and Service Ontario.

**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