

Job Description

POSITION:	Neonatal Outreach Worker
ACCOUNTABILITY:	Neonatal Services Manager
CLASSIFICATION:	Contract
DATE APPROVED:	

JOB PURPOSE

Reporting to the Neonatal Services Manager, the Neonatal Outreach Worker will be responsible for identifying and providing services for high-risk identified pre and post-natal Aboriginal mothers within the Nogdawindamin service catchment area. The Neonatal Outreach Worker will ensure that their efforts are in alignment with the Agency’s strategic planning, policies and procedures as well as the legal framework of the Child and Youth Family Services Act and First Nation standards of practice.

KEY JOB FUNCTIONS

Program Services:

Oversee the day-to-day neonatal outreach caring services by providing outreach, guidance, coaching, mentoring, and support to pre and post-natal Aboriginal mothers until child is 4 years of age.

- Conducts outreach and networking with Circle of Care members (clinical, cultural, medical, and therapeutic) to ensure accessibility of services required by identified clientele
- Conducts one-on-one outreach for identified high risk clientele presenting through agency and collateral service referrals
- Network with medical and other providers such as hospitals, Public Health Units, Methadone clinics, and detention centers to identify and promote outreach services for potential clientele
- Conducts one-on-one outreach for identified high risk clientele through Aboriginal organizations both on and off Reserve
- Conduct home visits and/or hospital visits as required or requested
- Provide education and support to pre and post-natal Aboriginal moms to promote wellness and healthy lifestyles
- Ensures provision of services and case management practices and ensure cultural approaches for the pre and post-natal aboriginal moms and their families
- Consistently adhere to Agency vision, mission, best practice standards, policies and procedures to promote effective casework practices of services provided
- Conduct client needs assessments and develop service plan with community and program resources to coordinate appropriate services for positive outcomes
- Conduct client needs and network with Nogdawindamin for in-home support and volunteer services
- Provides case management services using family-centered, strengths-based, child-focused practices while assisting families in building their capacities to provide safe and nurturing environments for babies/ children
- Advocate and support on behalf of the clientele with social agencies and various government departments.
- Develop open and effective communication strategies to promote program within the 7 First Nation communities and other Aboriginal organizations off-reserve
- Develop open and effective communication strategies to promote program with agency collaterals and community-based resources
- Input and monitor team statistical data within prescribed databases and ensure utilization of data sources and data collection strategies that support ongoing development and monitoring of Agency quality service delivery
- Translate relevant legislation into language understood by team, children and families served, and First Nation communities
- Assist in the research and needs assessment for the development of a Hub Center for pre and post-natal Aboriginal mothers (child up to 4 years of age)

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- Ensure all clients complete a consent form regarding confidentiality
- Ensure that evaluations and follow-up is completed on all clients once the service has been completed and the case is closed
- Ensure availability to be on-call prior to moms going into labour to ensure supports and services are offered and provided

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 including, Alternative Care homes, the police, schools and medical professionals
- Share information according to privacy and/or confidentiality guidelines
- Work respectfully, positively, professionally and collaboratively with team members

Administration and Reporting:

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

- Ensure confidentiality and safekeeping of all Agency documents and records
- Develop and maintain a detailed work plan of activities
- Develop and maintain accurate, up-to-date and concise work files
- Prepare and deliver reports
- Work in compliance with the Occupational Health and Safety Act and any other relevant legislation
- Prepare and submit monthly reports, attendance records and travel expense claims
- Follow the Agency's human resources, finance and other policies and procedures in the performance of duties

Other Duties:

- Assist in training and orientation of peers and students
- Participate in After Hours/On-Call Work Schedule as applicable
- Participate in internal or external committees as required or requested
- Other duties as required and assigned

QUALIFICATIONS

Minimum Education

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

Minimum Experience

- Two (2) years' direct experience in a social services agency
- Experience working with Aboriginal families and communities (especially pregnant women and/or babies/children)

Knowledge Requirements

- Knowledge of Nogdawindamin programs and services
- Respect for, sensitivity towards as well as knowledge and understanding of Anishnawbek culture, traditions and the Seven Grandfather Teachings
- Knowledge of First Nation service delivery, customs and traditions in relation to child welfare
- Knowledge of external services and service agencies
- Thorough knowledge of the stages, process and milestones of normal development of children from birth to adolescence

Special Skills

- Excellent interpersonal and communication skills
- Strong organizational and administrative skills
- Sound computer skills including Microsoft Office
- Strong professional ethics
- Demonstrated capability in crisis intervention, conflict resolution, mediation and problem solving
- Proven ability to work with First Nation communities and people
- Ability to establish and maintain relationships in a non-judgmental giving capacity
- 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 work with confidential and sensitive information
- Ability to understand and speak Anishnaabemowin is a definite asset

Other Requirements

- Must provide a clear Police Records Check with Vulnerable Sector Check
- Must have a Class 'G' Ontario Driver's Licence, access to a vehicle and the ability to travel
- Must have \$1M auto insurance liability coverage

WORK SITE LOCATION

The position of the location is to be determined within the Sault Ste. Marie or Sudbury area.

PHYSICAL DEMANDS AND WORK ENVIRONMENT

While performing the duties of this job, the Neonatal Outreach Worker will typically be in a home or office setting with regular meetings with babies, children, families and other professionals. The Neonatal Outreach Worker 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 Neonatal Outreach Worker will be required to travel to meetings and home visits within the district.

The Neonatal Outreach Worker must be able to multi-task within a fast-paced, high-volume and demanding environment. The Neonatal Outreach Worker 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 Family Well-Being Worker to high levels of tension when dealing with issues. The level of tension is usually moderate, with high levels of tension occurring occasionally.

The Neonatal Outreach Worker may be exposed to potentially hazardous environments including driving conditions and volatile situations during home visits.

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 the Neonatal Services Team, Team Supervisors, Child Welfare Workers, Children Support Workers, Client Records Clerks, Cultural Services Department, Administrative Assistant and other staff.

External

The position requires interaction with the Ministry of Child and Youth 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