

Job Description

POSITION:	Neonatal Outreach Worker
ACCOUNTABILITY:	Neonatal Services Manager
CLASSIFICATION:	Full Time Contract
DATE APPROVED:	April 30, 2025

JOB PURPOSE

The Neonatal Outreach Worker will be responsible for identifying and providing services for high-risk pre and post-natal Indigenous mothers within the Nogdawindamin service catchment area. The Neonatal Outreach Worker 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.

KEY JOB FUNCTIONS

Program Services:

Oversee the day-to-day neonatal outreach caring services by providing outreach, guidance, coaching, mentoring, and support to intermediate to high risk Indigenous women and families who are pregnant and/or have children between the ages of 0 – 18 months.

- Conduct outreach and networking with Circle of Care members (clinical, cultural, medical, and therapeutic) to ensure accessibility of services required by identified Indigenous women;
- Conduct one-on-one outreach for identified high risk Indigenous mothers presenting through agency and collateral service referrals;
- Network with medical and other providers such as hospitals, Public Health Units, Methadone clinics, and detention centers, etc. to identify and promote outreach services for potential service users;
- Conduct one-on-one outreach for identified high risk women through Indigenous 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 Indigenous mothers to promote wellness and healthy lifestyles;
- Ensure provision of services and case management practices and ensure cultural approaches for the pre and post-natal Indigenous mothers and 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 goal plans with community and program resources to coordinate appropriate services for positive outcomes;
- network with Nogdawindamin for in-home support and volunteer services;
- Provide 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 Indigenous mothers and families with social service agencies and various government departments;
- Develop open and effective communication strategies to promote the Neonatal program within the 7 First Nation communities and other Indigenous organizations off-reserve;
- Develop open and effective communication strategies to promote the Neonatal program with agency collaterals and community-based resources;
- Develop, organize and implement the delivery and scheduling of public programs/services including but not limited to Culture, Positive Parenting, Traditional Parenting Skills, and skills development training for staff, Alternative Care resources, clients and service providers and Circle of Care participants;
- 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;
- Provide support to Indigenous mothers living in transitional housing units;
- Assist in the research and needs assessment for the development of a Hub Center for pre and post-natal Indigenous mothers of children 0 – 18 months; ()
- 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 file is closed;
- Ensure availability to be on-call prior to mothers 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

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 Anishinawbe 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 Anishnawbemowin 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 preferred
- Community College Diploma in Social Services

Minimum Experience

- Two (2) years' direct experience in a social services agency
- Experience working with Indigenous families and communities and pregnant women, babies and children
- Equivalent combination of education and experience may be considered

Knowledge Requirements

- Knowledge of Nogdawindamin programs and services
- Knowledge of First Nation service delivery, customs and traditions in relation to child welfare
- Knowledge of external services and service agencies
- Knowledge of the stages, process and milestones of child development from birth to adolescence
- Knowledge of North Shore First Nations

Special Skills

- Excellent interpersonal and communication skills
- Excellent organizational and administrative skills
- Excellent computer skills including Microsoft Office
- Excellent professional ethics
- Ability to utilize crisis intervention, conflict resolution, mediation and problem solving skills
- 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

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

WORK SITE LOCATION

Location to be determined.

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 Neonatal Outreach 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.

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

External

The position requires interaction with the Ministry of Children and Community 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