

## **Job Description**

POSITION:	Case Aide
ACCOUNTABILITY:	Team Supervisor
CLASSIFICATION:	Full-time Contract
DATE APPROVED:	

### **JOB PURPOSE**

Reporting to the Team Supervisor, the Case Aide provides a complete range of case coverage responsibilities to a team of front-line workers (child protection, child in care, investigation and assessment) as well as providing supportive services to children, youth and parents.

### **KEY JOB FUNCTIONS**

#### **Support to Frontline Workers:**

Provide support with case coverage responsibilities to frontline workers.

- Accompany Frontline Workers to home visits
- Provide assistance in completing case notes and recordings on appropriate system
- Assist with the completion of Life Books, plans of care, case plans and court documents
- Attend case conferences and other meetings as required
- Provide referrals and letters to agency collateral service providers
- Communicate and follow up with service providers to obtain updates
- Provide support with special projects and events by assisting with preparations prior to, during and after events.

#### **Transportation for Children, Youth and Parents:**

Provide transportation for children, youth and parents.

- Transport children and youth to various scheduled activities, events, appointments and access visits while ensuring on time pick up and drop off times
- Ensure the safety of the children and youth when transporting to various activities by confirming a responsible adult (caregiver) is there to greet the child and reporting any changes of the drive to the Worker
- Transport biological parent(s) to attend access visits with their children
- Provide emergency one-on-one transportation services to children, youth and parents when needed

#### **Administration and Reporting:**

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

- Ensure confidentiality and safe keeping of all Agency documents and records
- Develop and maintain accurate, up-to-date and concise work files
- Review and report on progress or pertinent information observed or verbalized by the child or youth to their worker
- Work in compliance with Occupational Health and Safety Act and any other 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:**

- Participate in internal or external committees as required or assigned
- Other duties as required and assigned

## **QUALIFICATIONS**

### **Minimum Education**

- Bachelor of Social Work Degree is preferred
- Relevant college diploma in Human Services may be considered

### **Minimum Experience**

- Experience working in a child protection environment and working with children
- Knowledge of child development, individual and family counselling techniques
- Two (2) years' experience in a First Nation or Aboriginal social services agency

### **Knowledge Requirements**

- Knowledge of Nogdawindamin programs and services
- Knowledge of First Nation service delivery, customs and traditions relating to child welfare
- Respect for, sensitivity towards as well as knowledge and understanding of Anishnawbek culture, traditions and the Seven Grandfather Teachings
- Knowledgeable of ministry/legislative standards relating to the full range of child protection services and programs
- Knowledge of external services and service agencies

### **Special Skills**

- Excellent computer skills with MS Office Software
- Excellent telephone and interpersonal skills
- Excellent customer service skills
- Excellent written and oral communication skills
- Excellent organizational skills
- Excellent administrative skills
- Excellent time management skills
- Ability to work within and meet tight timelines
- Ability to take initiative and work independently with minimal supervision
- Ability to work within a team environment
- Ability to work flexible hours
- Ability to display a positive and helpful attitude
- Ability to adapt to change
- 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 automobile insurance coverage.

## **WORK SITE LOCATION**

The position may be based out of the satellite offices in the individual First Nation communities of Batchewana, Garden River, Atikameksheng, Sagamok, Serpent River First Nation and the urban area of Algoma.

## **PHYSICAL DEMANDS AND WORK ENVIRONMENT**

While performing the duties of this job, the Case Aide will typically be in an office setting. The Case Aide 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 Case Aide will be required to travel to meetings within the district.

The administration of an office setting and team members 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 Case Aide to high levels of tension when dealing with issues. The level of tension is usually moderate, with high levels of tension occurring occasionally.

### **TECHNOLOGY & EQUIPMENT**

Computer, photocopier, telephone, fax machine and cell phones

### **SUPERVISORY RESPONSIBILITY**

This position is not required to supervise any staff.

### **KEY RELATIONSHIPS**

#### **Internal**

The position requires interaction with the Team Supervisor, Protection & Resource Manager, other Child Welfare Workers, Children's Support Workers, Cultural Coordinator, Administrative Assistant, Client Records Clerks and other staff.

#### **External**

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