

Job Description

POSITION:	Case Aide
ACCOUNTABILITY:	Team Supervisor
CLASSIFICATION:	Full-time Contract
DATE APPROVED:	November 14, 2022

JOB PURPOSE

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. The Case Aide 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

Support to Frontline Workers:

Provide support with case coverage responsibilities to frontline workers.

- Accompany Frontline Workers to home visits;
- Support and empower children, youth and families in achieving goals;
- Assist the front line workers with compiling and uploading information for various recordings and documentation required on appropriate system;
- 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;
- Adhere to proper safety standards and policies when transporting children e.g., Car seats/booster seats.

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.

Case Aide Job Description

- 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

- Relevant college diploma in Human Services

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 Indigenous services agency
- 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 relating to child welfare
- 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

Case Aide Job Description

- 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

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 is to be determined.

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.

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 phones.

SUPERVISORY RESPONSIBILITY

This position is not required to supervise any staff.

KEY RELATIONSHIPS

Internal

Case Aide Job Description

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

External

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