

### **Job Description**

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|-----------------|--------------------------------------|
| POSITION:       | Post Majority Care – Case Manager    |
| ACCOUNTABILITY: | Team Supervisor – Post Majority Care |
| CLASSIFICATION: | Full-Time                            |
| DATE APPROVED:  | September 12, 2022                   |

### **JOB PURPOSE**

The Post Majority Care - Case Manager provides service coordination and planning for youth and young adults who are aging out or have aged out of care up to the age of 26. The Post Majority Care – Case Manager will support the safety and well-being of First Nations youth and young adults in an approach that is culturally appropriate to assist them in thriving in their transition to adulthood. The Post Majority Care – Case Manager functions within legislative requirements, regulations, policies, procedures, and the Mission, Beliefs, and Vision of Nogdawindamin Family and Community Services and contributes to accomplishing the strategic priorities.

### **KEY JOB FUNCTIONS**

#### **Case Management and Program Support**

Work collaboratively and cooperatively at all levels to coordinate and plan activities and provide case management services to Indigenous youth and young adults formerly in care. Collaborate with Jordan's Principle Case Managers to apply Department of Indigenous Services Canada service-related funding definitions and Agency coordination and planning activities related to service planning for the children and families serviced by the Agency.

- Ensure familiarization with Department of Indigenous Services Canada (ISC) documentation related to the Canadian Human Rights Tribunal (CHRT)
- Conduct a comprehensive assessment of the needs and supports required.
- Support Indigenous youth and young adults to develop, monitor, and evaluate individualized and self-identified goals and life plans with timely on-going services to support their mental health, well-being, and any addictions.
- Ensure youth and young adults have access to financial support; learning, educational, and professional development opportunities; safe, stable, and comfortable housing; physical, mental, and social well-being; connect with land, culture, language, and community.
- Coordinate wrap-around support that meets Indigenous youth and young adults' distinct needs and promotes and supports positive holistic outcomes.
- Consult with internal and external collaterals in the provision of services.
- Support youth and young adults in (re)connecting meaningfully with their families, culture, and communities, and accessing supports that promote reunification or repatriation.
- Support thriving Indigenous youth and young adults during their transition to independence, their self-identified best interests, including their physical, emotional, cultural, relational, and psychological safety, security, and well-being, are paramount considerations.
- Provide supports to family and extended family, and nurture positive relationships when the youth in care reaches the age of majority.
- Work in collaboration with assigned finance department staff to ensure that all financial claims are processed and managed according to agency policy and procedures

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

Work collaboratively and cooperatively at all levels to support the use of 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 consistent with Agency's vision, mission, and values.
- Provide opportunities for enhancing and developing positive cultural identities of the children, families, and communities served.
- Ensure appropriate communication and consultation with Supervisor at proper times.

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- Ensure effective and professional communications with all internal and external service providers.
- Share information according to privacy and 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 activities provided by the Agency.
- Ensure appropriate cultural opening when coordinating meetings within the Agency for clients, families, communities, and other collaterals.
- Actively seek guidance from cultural staff on how to incorporate culture into the position or work from a cultural perspective.
- Engage in learning and incorporating the Anishnaabemowin language within the position.

### **Administration and Reporting:**

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

- Formalize monthly reports in collaboration with the Program Manager for service coordination review, analysis and referral activity and service gaps related to mandated and non-mandated service areas of the agency
- Ensure confidentiality and safe keeping of all Agency documents and records
- Develop and maintain work files that are accurate, up-to-date and concise
- Work in compliance with the 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 Resource, Finance and other Policies and Procedures in the performance of duties

### **Other Duties**

- Act in accordance with the Agency Code of Ethics and always maintain confidentiality 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's Degree in Social Work degree or relevant Human Services Degree preferred
- Community College Diploma in Social Services may be considered

### **Minimum Experience**

- Minimum of two (2) years of experience coordinating and managing social programs and services
- One (1) year of direct service experience with children
- Experience working with Indigenous people, organizations, and communities
- Equivalent combination of education and experience may be considered

### **Knowledge Requirements:**

- Knowledge of Nogdawindamin programs and services
- Knowledge of the Child Youth and Family Services Act
- Knowledge of First Nation service delivery, customs, and traditions concerning child welfare

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- Knowledge of external services and service agencies

### **Special Skills:**

- Excellent clinical assessment, formulation, and treatment planning skills
- Excellent range of clinical services and demonstrated practical work with a child and adolescent population presenting various clinically challenging issues.
- Excellent interpersonal and communications skills
- Excellent conflict resolution, mediation, and critical thinking skills
- Excellent organizational, administrative, and time management skills
- Excellent computer skills
- Strong professional ethics
- Ability to work with First Nation communities and people
- Ability to facilitate strong inter-department relationships
- Ability to establish and maintain effective working relationships and to develop strong, effective teams
- Ability to identify, address, and monitor
- Ability to conduct assessments and develop plans in collaboration with their clients
- Ability to connect clients with providers, referrals, and resources
- Ability to manage multiple priorities, projects, or programs
- 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 Anishinaabemowin is a definite asset.
- Must provide a Police Records Check deemed satisfactory by the employer.
- Must have a Class 'G' Ontario Driver's License, access to a vehicle, and the ability to travel.
- Must have \$1M automobile insurance coverage.

## **WORKSITE LOCATION**

Location to be determined.

## **PHYSICAL DEMANDS AND WORK ENVIRONMENT**

While performing the duties of this job, the Post Majority Care - Case Manager will typically be in a home or office setting with regular meetings with children, families, and other professionals. The Post Majority Care - Case Manager is frequently required to operate a computer, file, retrieve written documents, and work overtime when required or during emergencies.

The physical demands include but are not limited to standing, sitting, walking, lifting, carrying, reaching, handling, kneeling, crouching, and bending. The Post Majority Care - Case Manager will be required to travel to meetings and home visits within the district. There will be extended periods of sitting required when reforming administrative tasks and while attending meetings.

The Post Majority Care - Case Manager absorbs and interprets information from multiple parties regularly and is required to listen to and reconcile various points of view, which can be mentally challenging. As a result, this position is more emotionally challenging than physically challenging.

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Non-physical demands include a work environment where the noise level is usually quiet to moderate but may occasionally be loud. The nature of the position may expose the Post Majority Care - Case Manager to moderate levels of tension when dealing with issues. The level of tension is usual moderate, with elevated levels of tension occurring occasionally.

The Post Majority Care - Case Manager 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 Chief Executive Officer, Senior Director of Services, Director of Services, Senior Managers, Protection and Resource Managers, Team Supervisors, Children's Mental Health Staff, Child Welfare Workers, Cultural Services Department, Administrative Assistant, and other staff.

#### **External**

The Case Manager will interact with First Nation communities and other service-related agencies.

### **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 reserve 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.

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Signature of Employee

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Date