

**1. IDENTIFICATION**

<b>Position No.</b>	<b>Job Title</b>	<b>Supervisor's Position</b>
See location	Community Social Services Worker (CSSW)	Supervisor Children & Family Services  17-13163 Cape Dorset 17-01748 Pangnirtung 17-06838 Pond Inlet 17-01742 Iqaluit 17-13987 Iqaluit 17-03292 Arviat 17-01451 Baker Lake 17-01453 Rankin Inlet 17-01438 Cambridge Bay 17-01745 Gjoa Haven 17-02283 Kugluktuk

Department	Division/Region	Community	Location
Family Services	Children & Family Services	See location	17-03494 Arctic Bay 17-13164 Cape Dorset 17-13165 Cape Dorset 17-02601 Clyde River 17-12813 Grise Fiord 17-02606 Hall Beach 17-13430 Igloolik 17-13431 Igloolik 17-02605 Kimmirut 17-03107 Pangnirtung 17-03382 Pangnirtung 17-02586 Pond Inlet 17-10000 Pond Inlet 17-02600 Qikiqtarjuaq 17-01441 Resolute Bay 17-03518 Iqaluit 17-03582 Iqaluit 17-05059 Iqaluit 17-03583 Iqaluit 17-10001 Iqaluit 17-04013 Iqaluit 17-13734 Iqaluit 17-13735 Iqaluit 17-13960 Iqaluit 17-03540 Arviat 17-01452 Arviat 17-13384 Arviat 17-09289 Baker Lake 17-08711 Baker Lake 17-08707 Chesterfield 17-08706 Coral Harbour 17-07721 Naujaat 17-10019 Rankin Inlet 17-08709 Rankin Inlet 17-00231 Rankin Inlet 17-11764 Rankin Inlet 17-14013 Rankin Inlet 17-05176 Sanikiluaq 17-00116 Whale Cove 17-06821 Cam Bay 17-02427 Cam Bay 17-00351 Gjoa Haven 17-06752 Kugaaruk 17-00662 Kugluktuk 17-13771 Kugluktuk 17-00487 Taloyoak 17-02688 Taloyoak

**2. PURPOSE**

**Main reason why the position exists, within what context and what the overall end result is.**

The incumbent provides statutory and non statutory departmental programs delivered within the community which includes:

Child and Family Services (Act) Adoptions (Act) Guardianship (Act)

Children's residential care / foster program / medically fragile Children

Intervention services / dispute resolution / Crisis emergency suicide response / counselling / referrals

Adult residential care program.

Family Violence response / relocations / local safe home development.

Adoptions

The incumbent promotes and enhances the overall health of individuals and families through the provision of both statutory and non statutory programs offered in Nunavut communities and is considered to be an essential service. Responsibilities include (but are not limited to) the following areas

- Child Welfare
- Adult Services
- Counseling
- Aged/Disabled
- Prevention Work
- Adoptions – Departmental / Private and Step Parent / International

Much of the work done by the incumbent will be completed within isolated communities with limited supports. The ability to work with and support other disciplines in promoting the overall health of both the family and community will be a vital part of the incumbent's role as a community social services worker.

**3. SCOPE**

**Describe the impact the position has on the area in which it works, or if it impacts other departments, the government as a whole, or the public directly or indirectly. How does the position impact those groups/individuals, the organization and/or budgets? What is the magnitude of that impact?**

The Community Social Service worker's position holds a great deal of responsibility. The incumbent will be responsible for representing the Department of Family Services in all matters related to interventions with families within the community. As a professional in the community the incumbent will also represent the Department of Family Services in working with other associated professional bodies including (but not limited to) the RCMP, Mental Health, Medical Personnel, Education, Justice and various community resources.

The incumbent will be required to be knowledgeable and competent in the administration and delivery of various Departmental programs and services.

The following is a list of tasks within the programs the incumbent is expected to perform with a range of direct supervision.

Child Welfare

- Child and Family Services (Act):
- Child Protection Services, Investigations, Court / Legal paperwork, child placement, case

management.

- Adoptions (Act): Departmental, Private and step parent, international, each have different forms for tracking and obligations addressed within the Act.
- Children's residential care:
- The Foster Home program is a subset of Child and Family Services with specific tasks to be performed. Program paperwork, health issues, determining appropriateness of foster parents, recommending designation as approved or denying same to protect children at risk. Placement in group homes, medical institutions when required.
- Children Group Homes

#### Adult Protection

- Guardianship (Act)
- Completion of documentation cited within the Act and or manual. Extended family contact, referrals, adult residential placement. Carrying out directives by the Public Guardian regarding persons under their legal protection.

#### General Counseling

- Intervention services:
- Individual and group counseling
- Mediation and Dispute resolution for family discord, individual counselling, emergency response or assistance associated with threat of suicide. Referrals are made if necessary.
- Family violence issues including safe home development, training for safe home providers and supervision of safe homes, physical/sexual assault issues, relationship issues, psychiatric/emotional issues.

#### Aged/ Physically Challenged

- Adult Group Homes
- Referrals to home care etc.
- Assisting with Guardianship Assessments

**4. RESPONSIBILITIES**

**Describe major responsibilities and target accomplishments expected of the position. List the responsibilities that have the greatest impact on the organization first and describe them in a way that answers *why* the duties of the position are being performed. For a supervisory or management position, indicate the subordinate position(s) through which objectives are accomplished.**

**1. PROGRAM DELIVERY**

- working in a multi-disciplinary team.
- providing an intake and assessment service for persons seeking or requiring services from the Department, this includes the establishment of linkages for the person with any services, which might be beneficial in meeting the persons needs.
- Providing referral services to Mental Health Services
- providing Program services to persons based on assessment, which considers social and environmental factors, establishing an Intervention plan with the client's involvement as much as possible to reduce the client's need.
- providing crisis intervention as required.
- providing case management services, which includes linkage of the person with other services.
- identifying the need for, planning and delivering educational and preventive services to community groups and agencies.

**2. PROVIDES SUPPORT SERVICES TO INDIVIDUALS, FAMILIES AND COMMUNITIES**

- by providing relevant information and/or introducing the client to services which can offer an appropriate solution to the identified problem.
- by intervening in crisis situations to provide short-term immediate services to individuals/families in emergency situations.
- by encouraging and assisting members of a community to participate in the planning/organization and operations of activities designed to improve the social or economic conditions of the community.
- by participating in or arranging for provision of other support services to individuals/families and communities.
- Assistance to colleagues within the office or geographical areas when required, this may include practicum students and lay persons and para professionals involved in forming and operating support groups, committees, etc.

**3. ADMINISTERS OR ARRANGES FOR THE PROVISION OF CHILD PROTECTION SERVICE**

- by responding to complaints or requests for service concerning the welfare of children by investigating the circumstances of a child and determining what further action or service is necessary.
- by arranging for foster home services to provide short and long-term care for children under apprehension or in the care and custody of the Director of Child and Family Services in approved foster homes.
- by recruiting foster parents within the community as needed.
- by supervising children to ensure that they are not being neglected and/or that they are receiving adequate care in order to carry out the requirements/conditions specified by the Court, the Child and Family Services Act, or other agreements.
- by attending Territorial or Justice of the Peace Court as required to address Child Welfare

- matters before the courts as a representative of the Director of Child and Family Services.
- by facilitating applications for private/departmental adoptions to be completed by the Department to provide children with a permanent home under new legal parentage.
- by providing or arranging for the provision of counselling activities with individuals, parents, home support service, legal intervention, arrangements for receiving home, group home, or care and treatment services).
- by escorting children in care to out of town placements such as foster homes, institutional care or medical facilities based on the child's needs.
- by acting as a contact/liaison person between child/family/institution when the child has been apprehended.
- by performing on-call/stand-by and intake work as required.

#### **4. ADMINISTERS SOCIAL SERVICES TO THE AGED AND HANDICAPPED**

- by providing counselling services to encourage families/relatives to assist in the care of the elderly/handicapped or assist senior citizen/handicapped person to make appropriate living plans, resolve personal adjustment problems, or cope with other difficulties.
- by assisting the elderly/handicapped to secure necessary financial resources to meet basic needs (e.g. O.A.S., G.I.S., Income Support) or other special goods/services to minimize the effect of a handicapping condition.
- by providing or arranging for the provision of other social services to the aged and handicapped through or under the close supervision of the immediate Supervisor (e.g. home support service, day care service, and residential service).

#### **5 ADMINISTERS THE DEPARTMENT'S OFFICE**

- by keeping files on all clients.
- by making case recordings.
- by answering the telephone, mail and e-mails.
- by maintaining office equipment and obtaining repair services.
- by forwarding documents to the immediate supervisor in a timely fashion.
- by sending a monthly report on all work-related duties and social developments in the community.
- by advising supervisor on budget requirements.
- by keeping statistics of all client/work related contacts and providing these statistics to the immediate supervisor on a monthly basis.

#### **6 PROVIDES A LIAISON SERVICE AT LARGE IN THE COMMUNITY**

- by keeping in contact by visits and telephone with R.C.M.P., Nursing Station, Community Council, School, wellness centres and other community services to deal with individual concerns and community social problems by sharing resources.
- by meeting with and training Community Social Service Committees (as and when) to assist members to understand the Department's programs and to assist them in assuming increased responsibilities.

#### **7 PARTICIPATES IN THE DEPARTMENT'S MANAGEMENT**

- by preparing reports on the social needs of the children, youth, handicapped and aged.
- by describing social trends to assist in developing or changing the Department's programs and by developing appropriate program proposals.
- by acting as Supervisor when required.

- by monitoring the department's funding/budget expenditures within the community i.e. Community resources such as group homes, elders' centres etc.
- by advising Manager on budget issues.
- by preparing reports, file audits etc on client needs as a whole or as individuals.
- by monitoring and reporting upon social developmental issues designed to assist in the development of programming.

**8 PARTICIPATES IN STAFF TRAINING PROGRAM TO DEVELOP PROFESSIONAL COMPETENCE**

- by clarifying career goals and understanding the Department's training program.
- by attending and participating in training workshops.
- by participating in training staff members on the job and through in-service workshops.

**9 SUPERVISES COMMUNITY SOCIAL SERVICE WORKERS (when appropriate in the absence of the Supervisor):**

- by being knowledgeable of all mandated program areas and services and their sources in legislation and policy.
- by assigning responsibility for the provision of services as required.
- by meeting with staff on office issues.
- by reviewing written material produced by staff to ensure compliance with policy or regulations.
- by case conferencing and advising workers on case management issues.
- by informing workers and support staff of managerial changes to processes.

**5. KNOWLEDGE, SKILLS AND ABILITIES**

**Describe the level of knowledge, experience and abilities that are required for satisfactory job performance.**

*Knowledge* identifies the acquired information or concepts that relate to a specific discipline. *Skills* describe acquired measurable behaviours and may cover manual aspects required to do a job. *Abilities* describe natural talents or developed proficiencies required to do the job.

**These requirements are in reference to the *job*, not the incumbent performing the job.**

The incumbent must have the ability to read and write professional reports.

Preferred skills include the ability to: assess issues and situations, interview clients, facilitate change, cultural sensitivity and awareness, general counseling of clients, community development strategies, human development basics, crisis intervention, and program development/evaluation.

The minimum requirement for this position is: Diploma in Social Work plus 1 year child protection experience. However, a bachelor's degree in Social Work from a recognized university along with 1 year child protection experience is preferred.

Equivalencies are considered as an acceptable combination of education and practical experience that may include a Diploma in social work or a Degree in social work or the social sciences with transferable education and experience suited to generic Social Services Programs.

A class 5 drivers license or ability to get one within four (4) months from beginning employment in this position is a requirement.

It is a requirement of this position to obtain and maintain a Child and Family Services appointment

Ability to speak Inuktitut or Inuinnaqtun is an asset.

Highly Sensitive Position; Vulnerable Sector Check Required (VSC)



6. WORKING CONDITIONS

**List the unavoidable, externally imposed conditions under which the work must be performed and which create hardship for the incumbent. Express frequency, duration and intensity of each occurrence in measurable time (e.g. every day, two or three times a week, 5 hours a day).**

Child protection and associated programs force the incumbent to work closely (and most times independently) with dysfunctional, violent and at times suicidal clients or parents of clients. At times the work will create public criticism which can create stress for some individuals. Given the isolated nature of Nunavut’s communities there is a great likelihood of client/worker interaction during non-work time.

The incumbent’s ability to deal with stressful situations, the ability to seek out appropriate supports (i.e. debriefing) and the ability to maintain a personal balance are vital to the incumbent’s ability to fulfill the duties outlined for this position.

On call services are a requirement of this position.

It is a requirement of this position that the incumbent pass statutory training and maintain a Child and Family Services appointment.

**Physical Demands**

**Indicate the nature of physical demands and the frequency and duration of occurrences leading to physical fatigue or physical stress.**

Involvement in case management may be at times intense and/or unpleasant. Client contact can be difficult. Clients can be angry, abusive and presenting a situation which often makes communication difficult. Given the isolated nature of most of Nunavut’s communities the community social service worker may be required to respond to most crises’ situations in the community. The length and number of crises interventions increases the possibility of these long periods of stressful situations having a detrimental effect on the workers physical health.

The incumbent may encounter long periods of sitting at meetings or at a computer work station. Proper precautions should be taken to ensure a healthy work regime.

The ability to physically negotiate obstacles (steps, snow, ice, debris) while entering people’s homes and walking through the community is required.

Being on call over a sustained period leads to sleep disruption which affects how one feels. The daily tasks are daunting in this field and it is easy to feel physically drained at the end of the day.

**Environmental Conditions**

**Indicate the nature of adverse environmental conditions to which the jobholder is exposed, and the frequency and duration of exposures. Include conditions that increase the risk of accident, ill health, or physical discomfort.**

The nature of this work is unpredictable and often crises driven, and disruptions will be frequent. The ability to constantly prioritize a workload will be considered an asset.

The working environments will fluctuate between office times and work in the client homes and community. In the conduct of case management, the incumbent may periodically be exposed to potential verbal and/or physical abuse. The worker must be aware of how to appropriately deal with these situations.

The weather in Nunavut can be quite extreme. Proper attire suitable to the wide range of temperatures and conditions is required.

The incumbent may be required to travel: weather and airline delays are common in the North.

### Sensory Demands

**Indicate the nature of demands on the jobholder's senses. These demands can be in the form of making judgements to discern something through touch, smell, sight, and/or hearing. It may include concentrated levels of attention to details though one or more of the incumbents' senses.**

Long hours of reading and using computers imply risk associated to eyestrain, however the incumbent is required to maintain excellent judgment and decision-making skills because of the direct impact (on clients) of that judgment. Likewise, where the incumbent is directly involved in case management, reading 'body language' becomes critical and may be tested by other mental and emotional demands on the incumbent's energies.

### Mental Demands

**Indicate conditions within the job that may lead to mental or emotional fatigue that would increase the risk of such things as tension or anxiety.**

Long hours in intense situations (for example, where the incumbent is directly involved in case management) may cause mental and/or emotional fatigue. Sometimes family or community demands create a great deal of mental stress.

Given the above stated and acknowledging the amount of reading and production of written material associated with this profession, mental fatigue is common.

As most cases deal with feelings, pain, regret, loss etc. it is easy for a worker to internalize and feel the same emotions as the client. In some instances, this can be helpful but it can also lead to a feeling of hopelessness and depression. The ability to seek out the appropriate supports as and when required is a definite asset.

**7. CERTIFICATION**

_____ Employee Signature	_____ Supervisor Title
_____ Printed Name	_____ Supervisor Signature
_____ Date	_____ Date
I certify that I have read and understand the responsibilities assigned to this position.	I certify that this job description is an accurate description of the responsibilities assigned to the position.
_____ Deputy Head Signature	
_____ Date	
I approve the delegation of the responsibilities outlined herein within the context of the attached organizational structure.	

**8. ORGANIZATION CHART**

Please attach Organizational Chart indicating incumbent’s position, peer positions, subordinate positions (if any) and supervisor position.

**“The above statements are intended to describe the general nature and level of work being performed by the incumbent of this job. They are not intended to be an exhaustive list of all responsibilities and activities required of this position”.**