

Vuntut Gwitchin Government

- A. **Identification:** Family Support Worker
- Department:** Health, Social & Recreation Department
- Supervisor:** Manager, Mental Health & Support Programs
- Date:** Aug 2010
- Status:** Term Full-time
- Level:** 7
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B. **Job Summary**

Under the general supervision of the Manager of Mental Health and Support Programs this position is responsible for planning, developing, implementing, coordinating, and evaluating the delivery of Family Support Services to children, families, elders, and caregivers who may be or are at risk of neglect and/or abuse. The incumbent provides information in the Family Case conferencing process. The incumbent is also responsible for the provision of specialized home and community based support and prevention services to children and their families and the community at large. In addition the incumbent is responsible for the successful delivery of programs that promote healthy lifestyles, mental and emotional wellness, and positive relationships for children, youth, elders and adults. In consultation with the Director of Health, Social and Recreation and the Manager of Mental Health and Support Programs, select community education programs and client services models to meet the needs of the community.

C. **Main Duties**

Principal duties and Responsibilities

1. Plans implements, manages, and evaluates the delivery of Family Support, prevention, and respite/special needs services.
2. Maintains comprehensive, ethical records and documentation on all clients. Meeting with the Director and/or the Manager of Mental Health, Social Workers and any other department involved in the services provided in the clients plan on weekly basis to evaluate and make changes to the plan as necessary. Provides a high level standard of performance and performs a variety of administrative procedures, and preparing, and accounting for yearly work plans and accounting for the annual family support budget. Researches and applies for funding to support the delivery of services and ensuring reporting is accurate and deadline dates are met.
3. Reviews risk and family assessments using a variety of assessment techniques to identify specific problems and manages the development and implementation of case management plans and maintains required documentation.
4. Responds to client and public complaints, interprets and explains policies and services to clients and participates in critical incidents regarding allegations of abuse or neglect as per the child protection act. Consults with other staff and departments to enhance service delivery and program development. Assists with the development of policies and procedures, within the individual area of specialization, that being family support within the framework of child welfare. Advocates and makes recommendations for service delivery and changes or expansion in the area of family support services.
5. Ensures First Nation consultation occurs as part of the planning process regarding child protection to ensure quality service delivery and ensures ongoing communication and collaboration with Social Workers and other allied staff.

6. Provides a variety of services to families and children in care or at risk including support and advocacy with in the statutory requirements of the Children's Act and policy (i.e. supervised visitation.), as well as the selection of foster families with in the community and providing assistance to them to meet the standards to qualify as approved Foster Families.
7. The incumbent is responsible for the direct delivery of Parenting Programs, Drug and Alcohol Referral and Workshops such as, Anger Management, Stress Management etc. to encourage and promote the healthily functioning of children and families.
8. Participates in making decisions concerning the administration of the approved budget, contracts, purchase orders, and invoices. Ensures that all financial and narrative reporting processes are completed on time.
9. Direct responsibility for Safe House. Must be available to respond to clients requiring this service and or ensure coverage if unavailable.

D. Job Knowledge and Skills

Education

- Degree or diploma in social work, psychology, psychotherapy, or a related field, or the equivalent in training and experience.
- Direct and successful counseling experience
- Knowledge of Umbrella Final Agreement (UFA), Self Government Agreement (SGA) and First Nations Final Agreement (FNFA).
- Knowledge of social issues affecting First Nation peoples both locally and nationally.
- Knowledge of federal and territorial funding programs for First Nations and for organizations in general.
- Knowledge of public and private agencies associated with alcohol and drug abuse programs.
- Knowledge of a variety of treatment programs and therapeutic approaches.

Management Skills

- Ability to be a team player and work with people from various disciplines and cultures.
- Ability to multitask
- Ability to resolve conflicts and to problem solve
- Ability to prioritize and rank issues in relation to the overall goals of VGFN.
- Time management and organizational skills.
- Ability to assume responsibility and meet deadlines.
- Ability to write reports and make presentations
- Ability to analyze community needs and develop policies and procedures to meet those needs.

Specific Skills

- Ability to use email, Word and Excel
- Class 5 driver's license (ideal to have class 4 as well)
- Ability to plan treatment programs that best suit client needs
- Ability to use counseling skills in a manner appropriate to client
- Ability to organize and facilitate workshops and presentations

Interpersonal Skills

- Incumbent must be comfortable in a cross-cultural setting.
- Incumbent must be comfortable living in an isolated setting with extreme cold temperatures and darkness, and extreme warmth and light.
- Ability to communicate effectively and diplomatically, both verbally and in writing, with clients, co-workers, community members, and with outside agencies, partners and business

associates.

E. Decision Making

This position is responsible to the Manager, Health and Social Services. The incumbent works independently and with initiative within established policies, procedures, objectives and priorities. The incumbent decides on methodology and organization of work to meet goals and objectives, and client needs.

F. Impact/Accountability

This position is accountable for decisions made in the course of work, and for the integrity and confidentiality offered to each client. Preventative work and client counseling and support is a critical factor in Vuntut Gwitchin citizens achieving and sustaining healthy lifestyles.

G. Key Personal Contacts and Nature of Contacts

WHO	Purpose	Frequency
Supervisor	Information exchange, program planning, direction	Daily
Justice Coordinator	Review clients in common	As needed
School Principal/Teachers	Special presentations	As needed
Alcohol & Drug Services	Coordinate clients for treatment	As needed
NIHB at YTG	Coordinate clients for treatment	As needed
Inter-agency group	Update and network	Monthly
RCMP; nurses and other professionals	Providing advice, exchange of information, counseling and referrals	As needed
Federal and Territorial Governments	Exchange information, seeking advice, submitting proposals	As needed

H. Positions Supervised

Number of positions supervised directly:	Nil
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I. Working Conditions

- The majority of the work takes place in a normal office setting.
- The working and living environment of this position is isolated.
- The position is visible and easily available to clients and families as well as other colleagues participating in client wrap around services and available 24 hours 7 days a week to respond to emergencies (or perceived emergencies). The incumbent is in public view at all times, without privacy outside work.
- The position is open to political involvement from both the First Nation and Territorial Governments
- The generalist nature of this position requires access to up to date information on a variety of program areas, current mental health, and brain research, as well as constant updating of

therapeutic skills and Brief Therapy Techniques. The incumbent must make quick switches from one program area to another and serve various client types in succession.

Spiritual

- Being sensitive to and respectful of the spiritual beliefs of clients.

Physical

- Approximately 30 - 50% of time in counseling
- Travel approx: 6 trips per year long distance
- This position requires occasional lifting of children, walking 10%, driving 10%, standing 10%, and sitting 70%.

Mental

- Regular need to meet deadlines (meetings, reports, ad hoc deadlines)
- Meet funding proposal deadlines and project reporting demands
- High requirement to determine and deliver best methods of dealing with client needs
- Being called by clients in emergency situations outside of regular work hours

Psychological Hazards

- The emotional labor and secondary traumatic stress documented in normal child welfare work is aggravated by the multiple relationships that are inevitable with clients and community recourses in small isolated communities. There is stress from threats and verbal abuse by dissatisfied or involuntary clients, their families and political advocates, and stress from being unable to have a sense of belonging and support for ones work... the position regularly exposes the incumbent to stress in working with clients in crisis, community politics, and the need to create supports where none exist and the limitation or absence of financial resources

Physical Hazards

- Alone in an isolated office , as well as on home visits, this position is at risk of abuse and assault by clients who may be involuntary and/or violent and/or disturbed and/or under the influence of alcohol and drugs.

Emotional

- High degree of working with clients who have problems and stress due to misuse of alcohol and drugs, physical and sexual abuse, poor parenting, and undeveloped personal life skills.
- High degree of the possibility of experiencing negative reactions from clients in and outside of counseling sessions, and during and outside of work hours.

J: Conditions of Employment

- Criminal record check
- Oath of Confidentiality
- Driver's class 5 license would be an asset
- Ability to maintain a healthy lifestyle
- Willingness to work flex time to accommodate weekend and evening tasks
- Pre-employment medical and TB screening.
- Willingness to follow policies and procedures as detailed in personnel and administrative manuals
- First Aid/CPR certificates, or willingness to obtain

SIGNATURES:

<p>Supervisor:</p> <p>I have reviewed (with the incumbent, where applicable) the duties and responsibilities assigned to this position.</p> <p>Supervisor _____</p> <p>Date</p>	<p>Incumbent:</p> <p>I have read the foregoing position description and understand that it is a general description of the duties assigned to the position occupied by me.</p> <p>Incumbent _____</p> <p>Date</p>
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