



Hay River Health & Social Services Authority | Administration des services de santé et des services sociaux de Hay River  
37911 MacKenzie Highway | 37911, route MacKenzie  
Hay River, NT X0E 0R6

## Job Description

### IDENTIFICATION

<i>Position Number</i>		<i>Position Title</i>	
U-01-50, U-03-50, U-04-50, U-05-50		Community Social Service Worker III	
<i>Department</i>	<i>Position Reports To</i>		<i>Site</i>
Social Services	Manager, Social Programs		H.H. Williams Memorial Hospital

### PURPOSE OF THE POSITION

In accordance with the Northwest Territories Social Worker Profession Act, the Government of the NWT Child and Family Services Act, the Child and Family Services Standards and Procedures manual and the practices of the Hay River Health Authority, the Community Social Services Worker is responsible for providing community based Social Service Programs including: Child Protection, Social Services, and Elderly and Handicapped Services. Covering a service area of Hay River, Enterprise and Katlodeeche First Nation, all three programs focus, guide and support communities, families, children and individuals through a healing process and the development of positive, healthy life skills.

### SCOPE

This position may be located at one of the Hay River Health & Social Services Authority (HRHSSA) locations. They include the Hay River Regional Health Center (HRRHC), the Gensen Building, Woodland Manor, Supportive Living Services and/or H.H. Williams Memorial Hospital (HHWMH). The HRHSSA is an accredited, integrated health authority that provides the following services: 19 acute inpatient beds (14 Community Support Beds, 1 Family Suite (Palliative), 2 Secure Rooms, 2 Observation beds), Emergency and Ambulatory Care, including dialysis and endoscopy; Midwifery Care and Delivery; 25 Long Term Care beds; Supportive Living Campus, a Territorial campus providing 11 permanent residences; Diagnostic Services (Diagnostic Imaging, Ultrasound, Mammography); Laboratory; Medical and Specialty Clinics including

Diabetes programming; Social Programs (Community Counselling, Healthy Families and Child and Family Services) Community Health and Home Care, Rehabilitation which include Physiotherapy, Occupational Therapy and Speech Language Pathology; and a full range of Support Services.

The total population of the three communities (Hay River, Enterprise, Katlodeeche First Nation) served by the Community Social Service Worker is approximately 4,700. The population within these three communities is very multi-cultural, requiring the Community Social Service Worker to be culturally sensitive, respectful and non-judgmental in working with clients.

In delivering the three core programs, the Community Social Service Worker collaborates with many community agencies and resource personnel, including: Katlodeeche First Nation, Metis Nation, RCMP, Soaring Eagle Friendship Centre, Family Support Centre, Family Counselling Centre, Education Culture and Employment, public school staff, South MacKenzie Correctional Centre, court services and various private and government agencies. The Community Social Service Worker also participates in the Family Court process, which would include preparing documents related to Child and Family Services cases.

Reporting to the Manager, Social Programs, the Community Social Service Worker exercises in all three program areas a great deal of autonomy in case management, often in situations that require a quick response. Complex cases are brought to the attention of the manager for information, consultation and case planning.

The Child Protection caseload carried by the Community Social Service Worker is varied, demanding, and complex. The day to day work is often crisis oriented and unpredictable.

## **RESPONSIBILITIES**

- 1. Provide the full range of professional investigative, assessment and support services at all levels of complexity, to children and families in order to resolve both immediate and potential child protection concerns in accordance with the applicable Acts, regulations, policies, protocols and procedures.**

### ***Main Activities:***

- Manages a caseload of children in care, intake and family services.
- Responds to, and investigates, reports of child abuse and neglect, and requests for services for the health and safety of children.
- Completes risk assessments to determine the safety, well being and needs of children. In high risk situations, consults with the Supervisor to determine the most appropriate course of action.
- Completes case notes, case reviews, adoption home studies, serious incident reports and case transfer documents. Develops and monitors the implementation of Plan of Care and Voluntary Support Agreements, and develops short and long term goals for children in the permanent custody of the Director of Community and Family Services.
- Completes foster home studies, adoption assessments to determine the

suitability of applicants to become foster parent/adopt children.

- Monitors and supports foster parents after placement; identifies and resolves problem situations.
- Provides or arranges for the provision of, other services for children and parents such as counseling, legal intervention, respite, group home or foster care and treatment services. Makes arrangements for support services typically with other Health and Social Services Authorities, with the GNWT Department of Health and Social Services, and with community service agencies and groups.
- Obtain short and long term care for children under apprehension or in the care and custody of the Director of Child and Family Services.
- Make site visits and conference calls to southern centers to monitor the status of children in southern treatment facilities.
- Being available for on-call emergency response as part of after hours coverage for Child Protection matters.
- Recruiting, developing, evaluating, monitoring foster homes.
- Acting as a Notary and/or Commissioner for Oaths for the general public and for verifying child welfare court documents.

**2. The provision of support services to the elderly and handicapped in a way that compliments existing services.**

***Main Activities:***

- Interviewing clients to determine their needs in relation to housing, finances, safety, transportation and guardianship.
- Assisting clients with applications for various forms of social benefits and assistance. Some possible examples are: Old Age Supplement, Guaranteed Income Supplement, Widow's Pension, Canada Pension Plan, Disability Pension, and Burial Assistance.
- Monitoring the client's application for services and advocating on their behalf, when required.
- Providing personal and emotional support to clients and their families during trying times.
- Assisting families in need with burial arrangements.

**3. Advocacy services are also provided to any disenfranchised group, or individual and, at a community level, opportunities for community development are promoted when:**

***Main Activities:***

- Advocating with a public or private service for the fair treatment of a community group or member, especially in terms of landlord - tenant disagreements, and disputes with the Income Support Program.
- Collaborating with community partners to identify and assess community needs and to develop community-based responses to these issues.
- Assessing needs and risks (i.e. suicide, self harm, deviance) of mentally ill or unstable people, providing support where possible and making an appropriate referral to a physician or other counselling services.

- Participating in emergency preparedness events as required by assisting in the provision of registration, arranging for food and lodging, transportation and psycho-social counselling.

#### **4. The Community Social Service Worker is responsible for program development and management activities.**

##### ***Main Activities:***

- Participating in the training and monitoring Social Work students.
- Compiling program statistics and assisting the manager with their monitoring.
- Carrying out clerical work needed to complete reporting responsibilities, including word processing, photo-copying, letter writing, etc.
- Assisting with the planning and implementation of program enhancements, or expansions.
- Identifying and pursuing professional development opportunities.
- Reviewing and evaluating selected programs offered by the Department of Health and Social Services.

##### **Position Role in Client & Staff Safety:**

The HRHSSA is committed to creating a culture of safety throughout the organization. A culture of safety is necessary to provide optimal care to our clients, and a healthy workplace for staff. An organization with a culture of safety is characterized by several elements:

- Client-centered care;
- Healthy workplace;
- Open communication; and a
- Blame-free and accountable environment.

All staff throughout the organization shares the responsibility for client and staff safety by:

- Demonstrating a commitment to safety;
- Complying with safety policies, procedures and best practices;
- Identifying and reporting safety issues; and
- Participating in safety initiatives.

##### **Commitment to Client Centered Care**

Recognizing that our clients are the experts for their own lives, the Hay River Health & Social Services Authority (HRHSSA) is committed to support our clients as leaders to accomplish the goals that they have set out for us in their personal care. The (HRHSSA) will endeavor to provide client centered care through the following:

- Involving clients in their care by reducing barriers that may inhibit our ability to help them.
- Providing a culture that will ensure clients have a voice and participate in their own personal care.
- Empowering clients through improving client satisfaction, enhancing the quality of care and ultimately the quality of life for our clients.

- Focusing on the experience of the client from their perspective and listening to their needs.
- Fostering collaboration between the client and organization by working together to achieve our goals.
- Providing continuous dialogue with the clients to ensure that each and every client is seen as a unique individual.
- Ensuring staff are provided with the training and tools required to complete the best job possible.

## **KNOWLEDGE, SKILLS AND ABILITIES**

Must be registered and hold a current Social Worker License under the Northwest Territories Social Worker Profession Act.

A sound knowledge of basic social work practices, theories and procedures is required, especially in the areas of assessing, interviewing, counselling and facilitating.

The incumbent must be adept at interpreting and applying the Child and Family Services Act, the Adoption Act, the Mental Health Act and all other relevant legislation.

Sound judgment, the ability to prioritize tasks and excellent communication skills are required.

Sound knowledge of the following techniques is required: crisis intervention, anger diffusion, investigative interviewing and conflict intervention and resolution.

The incumbent must be able to deal pleasantly and effectively with people of different ages and cultures, in potentially confrontational, aggressive, volatile and emotionally charged situations.

Computer literacy skills and the ability to use word processor packages and e-mail systems are required.

A valid Class 5 Driver's license is a necessity due to the nature of the work.

Must have, or be eligible to receive, Statutory Appointments as a Child Protection and Adoption Worker in order to perform child protection and adoption duties of this position.

A thorough knowledge of the community and local standards of acceptable child care.

The forgoing knowledge, abilities and skills would most commonly be acquired through completion of a Bachelor of Social Work Degree or Social Work Diploma with three years experience, with at least one year of child protection work.

## WORKING CONDITIONS

### Physical Demands

Demand	Frequency	Duration	Intensity
Lifting and carrying infants and children	Daily	15 minute	Moderate
Physical restraint of a child to prevent self harm	Weekly	30 minute	Moderate
Sitting at a desk or computer for extended periods	Daily	2 hours	Moderate
Temperature extremes in the work environment	Daily	Ongoing	Moderate

### Environmental Conditions

Demand	Frequency	Duration	Intensity
Travel in adverse weather conditions to make home visits	Daily	30 minute	Moderate
Exposure to dog bites, falls, car accidents and assaults in a client's home while performing home visits	Daily	30 minute	Moderate to High
Exposure to allergens, such as, cigarette smoke, cat/dog hair, dust	Daily	30 minute	Moderate

### Sensory Demands

Demand	Frequency	Duration	Intensity
Focused assessment and observation activities, when assessing the safety and strengths of the client and composing client reports on the computer	Daily	2 hours	Moderate
Language barriers, poor reading and writing skills, and physical, cognitive and mental impairments in clients	Daily	30 minute	Moderate

### Mental Demands

Demand	Frequency	Duration	Intensity

Dealing with clients that may be very aggressive, intoxicated, potentially abusive, volatile and in crisis.	Daily	30 minute	High
Counselling clients with complex needs and emotionally disturbing experiences and histories of trauma	Daily	2 hours	Moderate
Making quick decisions that may have a far reaching effect on a client and their family	Daily	Ongoing	Moderate
Entering unsafe surroundings, such as clients' homes, that are unfamiliar and put the Worker's safety at risk. An RCMP escort may be necessary in some instances.	Daily	Ongoing	High
Direct exposure to family violence and receiving threats of violence against personal safety.	Weekly	Ongoing	High
Highly fluctuating workload dependent on family crisis.	Daily	Ongoing	Moderate
Exposure to family crisis and temporary break-up of the family.	Daily	Ongoing	High

# CERTIFICATION

Position Number: U02-50 to U05-50

<hr/> <p>Employee Signature</p> <hr/> <p>Printed Name</p> <hr/> <p>Date</p> <p>I certify that I have read and understand the responsibilities assigned to this position.</p>	<hr/> <p>Supervisor Title</p> <hr/> <p>Supervisor Signature</p> <hr/> <p>Date</p> <p>I certify that this job description is an accurate description of the responsibilities assigned to the position.</p>
<hr/> <p>Director/Chief Executive Officer Signature</p> <hr/> <p>I approve the delegation of the responsibilities outlined herein within the context of the attached organizational structure.</p>	
<hr/> <p>Date</p>	

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

Rev: July 30, 2002

Editorial Changes only May 17, 2005

Editorial – April 22, 2009

Editorial-Dec.2009-scope, client safety

January 16, 2012 - reports to change & scope updated

Aug.2012 Social Worker Profession Act-License/Registration requirement

September 2012 – minor editorial changes only

April 2017 – logo, scope, commitment statement, editorial changes