



## **Social Services File Clerk, Child & Family Services**

### **Salary: Under Review**

**Status:** Casual, no guarantee of hours

**Competition #:** CA24-046

**Closing Date:** Open until suitable candidate found

The Social Services File Clerk provides the Child and Family Services team with the provision of accurate, complete and accessible file information services in accordance with Territorial and HRHSSA standards, policies and procedures.

This position reports to the Director of Child, Family and Community Wellness. The incumbent provides clerical support to the Clinical Supervisor, and 5.0 full-time equivalent Community Social Service Workers, 2.0 full-time Family Preservation Workers, and a 1.0 full-time Foster Care Coordinator.

The incumbent organizes and maintains a filing system for the Child and Family Services Program(s), which includes filing various reports, case histories, case notes and court documents.

Because of the standards, legislation and sensitivity of these files, this position is precluded from file management in other areas of the Child, Family and Community Wellness programs.

### **Qualifications:**

- Computer literacy skills and the ability to use a word processor, e-mail, and various data base, spreadsheet, graphics or publishing software packages are required.
- A knowledge of standard office practices, filing systems, Social Service terminology, communication formats and English grammar and punctuation is essential.
- The incumbent requires the ability to deal pleasantly and effectively with people of different ages and cultures, in potentially confrontational, aggressive, volatile, and emotionally charged situations.
- The ability to effectively organize and prioritize own workload in consultation with Director is essential.
- Ability to assume responsibility without direct supervision, ability to exercise initiative and judgment.
- Ability to communicate effectively both orally and in writing.
- Organizational skills in managing heavy caseloads.
- Must be able to acquire within a reasonable time frame and remain current with the Non-Violent Crisis Intervention certification.



The forgoing knowledge, abilities and skills would most commonly be acquired through completion of a one year post-secondary administrative assistant course including Microsoft Office Suites training, along with 2 years experience in a busy, client-centered, service oriented office environment.

In addition to an attractive salary, we offer a Northern Allowance of \$2.73 per hour up to \$5,332 per year. All job offers are subject to references, a satisfactory Criminal Records Check (including vulnerable sector search) and an Employee Health Risk Assessment. Only those candidates selected for an interview will be contacted.

The Priority Hiring ranks shall be as follows:

- Indigenous Canadian, meaning a member of a Canadian First Nation, or an Inuk or Métis person;
- Long-Term Northern Resident, meaning a person who has lived at least half their lives in the Northwest Territories;
- People living with disabilities as defined in the Northwest Territories Human Rights Act, or members of the LGBTQA2S community;
- Northern Residents, meaning persons who have resided in the Northwest Territories for at least twelve (12) continuous months at the time of application.

Candidates shall be invited to identify their eligibility for Priority Hiring in the job posting at the time of application.

For full job description, including required knowledge, skills & abilities, please see job posting/job description on our website at [www.hrhssa.org](http://www.hrhssa.org) under the 'Careers' section.

**How to apply:**

Applicants should send their resume via email to [hrhssa\\_competitions@gov.nt.ca](mailto:hrhssa_competitions@gov.nt.ca) or via Fax to (867) 874-8345