



## Job Description

### IDENTIFICATION

<i>Position Number</i>	<i>Position Title</i>	
U1090	Case Aide	
<i>Department</i>	<i>Position Reports To</i>	<i>Site</i>
Child and Family Services	Clinical Supervisor, Child and Family Services	Hay River Health and Social Services Authority

### PURPOSE OF THE POSITION

The Case Aide provides casework assistance to Family and Community Social Workers and work directly with children, youth, and families served through Child, Family and Community Wellness. The Case Aide will play a supporting role in the delivery of services to families, assisting with day-to-day case management support, and supporting permanency planning, family re-unification, placement, along with other duties as they present.

### 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 Woodland Manor, Supportive Living Services and/or the Náydı Kúę Building. 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, Family Preservation, Healthy Families and Child and Family Services, Primary Care and Community Health, Home Care, and Rehabilitation which includes Physiotherapy, Occupational Therapy and Speech Language Pathology; and a full range of Support Services.

The NTHSSA will set clinical standards, procedures, guidelines and monitoring for the entire NWT. Service Agreements will be established with the HRHSSA to identify performance requirements and adherence to clinical standards, procedures, guidelines and policies as established by the NTHSSA.

Under the direction of the Minister of Health and Social Services, the NTHSSA is established to move toward one integrated delivery system as part of the government's transformation strategy.

Colonization has a continuing and profound impact on NWT Indigenous families today; therefore, all positions play a role in promoting and supporting a system-wide shift towards prioritizing early childhood development, culturally-based prevention, and family and community-driven programming that supports the health and wellbeing of all families in the NWT and supports families who are struggling with multiple barriers to safely staying together.

Cultural Safety is an outcome where Indigenous peoples feel safe and respected, free of racism and discrimination, when accessing health and social services. Relationship-based care is fundamental to cultural safety because it prioritizes the need for trusting, caring and ongoing relationships between patients and clients with providers. Embedding a culturally safe approach in Health and Social Services (HSS) has been identified as critical to supporting equitable access to care with the long term goal of improving health outcomes for Indigenous peoples.

For Indigenous residents of the NWT, who represent over 50% of the population, these shifts are particularly significant because despite some improvements over time, there remains significant disparities in their overall health status in comparison to non-Indigenous residents. Health disparities are largely attributed to inequalities in the social determinants of health, which for Indigenous residents include the legacies of colonization and systemic racism. Indigenous families and their children are disproportionately overrepresented in the Child and Family Services (CFS) system. Most of the children who are involved with Child and Family Services are Indigenous, a fact that can be attributed both to the historical legacies and systemic racism as mentioned above, but also to the lack of culturally safe and accessible supports. These factors have impacted the way health and social services are delivered and accessed by Indigenous peoples in the NWT, contributing to additional complexities in Indigenous health disparities. When Indigenous peoples feel culturally safe after interacting with staff in the HSS system they are more likely to access care when needed, leading to improved health outcomes. This position requires the incumbent to honour and promote a culturally safe environment at all times.

Located in Hay River, the Case Aide reports to, and is supervised by the Regional Supervisor, Child and Family Services, and is responsible for providing services such as transporting clients to appointments, providing escorts for children/youth as required, conducting home visits related to both prevention and protection services, supervising access visits, ensuring timely documentation, researching information, coordinating case conferences and cultural activities, attending meetings, providing referrals, drafting reports and assisting with other duties as and when required.

This position provides the supporting work necessary to ensure the child's connection with their family and community and assists Family and Community Social Workers (Social Workers) in completing a variety of standard casework tasks, including but not limited to, the service of documents, supervising/facilitating visits, completion of case notes and other documentation, and facilitating appointments and meetings. Casework tasks include a combination of administrative tasks and direct client contact.

The legacies of colonization, assimilation policies such as residential schools, have

impacted Indigenous health outcomes and the way health and social services are delivered and accessed. This position requires the incumbent to practice from a perspective that is trauma- and violence-informed, anti-oppressive, strengths-based and family centered approach and the position requires that interaction with clients and families, community members, partners and colleagues is tactful, respectful, and humble.

## **RESPONSIBILITIES**

### **1. Support children, youth and families in maintaining regular, positive, healthy family, cultural and community connections.**

- Support as requested, the development and implementation of an access plan and coordinate schedule with children, youth, biological families and foster families.
- Coordinate and facilitate visits between children/youth in care and their families and extended families, as well as any other identified important 'persons' in their life.
- Assist with transportation of children and/or parents to and from appointments.
- Provide supervision and support during family visits to promote healthy parent-child contact.
- Assist with development of cultural plans and provide support to follow through on activities to keep children/youth connected to their culture and community.
- Monitor progress made in family visits and provide advice and recommendations with respect to the organization and supervision of visits.
- Complete all documentation as per standards following access visits.

### **2. Provide support to placement, family re-unification and long term planning.**

- Provide transportation both inside and outside of community for children and youth including relocation/placement in foster homes, appointments, and supervised access visits.
- Supervise children in the designated area while parents meet with social workers.
- Facilitate appointments and escort children, youth and parents to appointments.
- Complete documentation of all contacts.
- Assist with the coordination of case conferences and meetings.
- Provide a liaison role between social workers, family members, foster parents and community agencies.
- Assist with concurrent and long term planning for children and youth in order to ensure connections with family and culture are maintained and promoted.
- Assist with long term planning activities, including the gathering of family information for genograms and/or social histories for children.
- Assist in drafting reports and documents such as the long term plans for children and youth in care, reunification plans, and referrals.
- Assist with transition planning and activities for youth in care.
- Participate in training activities, team meetings, and program meetings as required.

### **3. Assist in completion of Family and Community Social Workers administrative responsibilities.**

- Maintain up to date case notes for each child/youth and/or family and other administrative work required by policy and standards.
- Attend any required meetings pertaining to child/youth and/or family.
- Attend all community partners meetings, as deemed relevant to case planning.
- Complete required paperwork such as timesheets and expense claims.
- Assist workers in filing out necessary paper work (i.e. referrals, access visits, transportation, summer camps).
- Assist with filing.
- Assist with archiving files as required.

#### **4. Perform other duties as required.**

#### **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.

### **Criminal Record Check**

Employment with the Hay River Health & Social Services Authority is contingent on providing a satisfactory criminal record check including the vulnerable sector check with fingerprinting to the Human Resources Office prior to the official start date of a position.

### **KNOWLEDGE, SKILLS AND ABILITIES**

- Knowledge and the ability to support the development and implementation of an access plan and coordinate schedule with children, youth, biological families and foster families.
- Knowledge of child development, and of parenting techniques.
- Ability to provide transportation both inside and outside of community for children and youth including relocation/placement in foster homes, appointments, and supervised access visits.
- Ability to complete work according to procedures and standards and shows a concern for monitoring and checking work.
- Communication skills with clients of various ages and cultures in both written and verbal form; ability to understand/respond effectively to other people from diverse backgrounds.
- Ability to value others' input and expertise and is willing to learn from others including peers and supervisors.
- Computer literacy and the ability to learn and apply word processing, database systems.
- Organizational, problem-solving and conflict resolution skills.
- Ability to become familiar with colonization, Canada's assimilation policies, and the residential school legacy in Canada and the impacts upon Indigenous populations.
- Ability to keep one's emotions under control and restrain negative actions when provoked.
- Ability to work in a multi-disciplinary team and in a cross cultural setting.

### **Typically, the above qualifications would be attained by:**

A Diploma in Social Work, Child Development, Youth Care or Early Childhood Education. Equivalencies will be considered.

### **ADDITIONAL REQUIREMENTS**

Proof of immunization in keeping with current public health practices is required.

Class 5 Drivers License.

### **WORKING CONDITIONS**

**Physical Demands**

It may be required for the incumbent to walk / run after children who may be attempting to run away; carry luggage, awkward items, i.e. boxes, bikes, etc., and manage young children who may be resistant to being carried or transported.

**Environmental Conditions**

Travelling in poor road conditions, and/or in unsafe weather conditions (daily in winter - 2.5 hours); potential exposure to communicable diseases through contact with clients and the public (daily); may have exposure to unsanitary conditions with home visits.

**Sensory Demands**

Position requires incumbent to use multiple senses working with clients and being cognizant of one's own personal safety (daily @ 3 hours).

**Mental Demands**

Daily, the incumbent may be required to respond to crisis at any time, often without foreknowledge of the danger of the situation they may be walking into (1-3 hours). Job holder may experience threats and verbal harassment from clients, members of the public, and in some cases other professionals. As well, the incumbent may be required to work with clients who have a history of violence, a criminal record of violent acts, and who may pose as a threat and danger to personal safety.

**CERTIFICATION**

**Position Number:**

<p>_____ Employee Signature</p> <p>_____ Printed Name</p> <p>_____ Date</p> <p>I certify that I have read and understand the responsibilities assigned to this position.</p>	<p>_____ Supervisor Title</p> <p>_____ Supervisor Signature</p> <p>_____ Date</p> <p>I certify that this job description is an accurate description of the responsibilities assigned to the position.</p>
<p>_____ Director/Chief Executive Officer Signature</p> <p>_____ Date <i>December 16, 2024</i></p> <p>I approve the delegation of the responsibilities outlined herein within the context of the attached organizational structure.</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”.**

August 2024- NEW