



## Job Description

### IDENTIFICATION

<i>Position Number</i>		<i>Position Title</i>	
U0650		Coordinator, Foster Care, Adult Services and Adoption	
<i>Department</i>	<i>Position Reports To</i>		<i>Site</i>
Social Services	Clinical Supervisor of Social Services		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, as part of the primary community care team, the Coordinator, Foster Care, Adult Services and Adoption oversees the Foster Care Program, support and coordination services to adult clients requiring specialized placement and the adoption program for the Hay River, Enterprise and Katlodeeche First Nation. Coordinator, Foster Care, Adult Services and Adoption is also responsible for providing community based Social Service Programs including: Child Protection, Social Services, and Elderly and Handicapped Services, 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 Regional Coordinator, Foster Care, Adult Services and Adoption is approximately 4,700. The population within these three communities is very multi-cultural, requiring Regional Coordinator, Foster Care, Adult Services and Adoption to be culturally sensitive, respectful and non-judgmental in working with clients.

The incumbent is accountable for ensuring the standards reflect continuous quality improvement within legislated and Authority policy parameters, play a critical liaison role between the HRHSSA, the client, the Department of Health and Social Services, and other community stakeholders; ensuring that individuals have access to the care they need in their placement facility. The incumbent has the responsibility for the provision and Foster Care, Adoption, Adult Services and development of policies and procedures for these programs.

The incumbent is a member of the regional support component of the Integrated Service Delivery Model (ISDM). This position includes the performance of on-call duties. In delivering the three core programs, the Coordinator, Foster Care, Adult Services and Adoption 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. Coordinator, Foster Care, Adult Services and Adoption also participates in the Family Court process, which would include preparing documents related to Child and Family Services cases.

Reporting to the Clinical Supervisor of Social Services, Coordinator, Foster Care, Adult Services and Adoption 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 Coordinator, Foster Care, Adult Services and Adoption is varied, demanding, and complex. The day to day work is often crisis oriented and unpredictable.

## **RESPONSIBILITIES**

### **1. Oversee and provide support for the Foster Care Program in accordance with established standards, Policies and Guidelines.**

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

- Organize and participate in foster parent recruitment activities.
- Works in collaboration with the Community Social Services Worker to complete and review foster care packages, including home studies and all required documentation for foster homes, provisional, extended and regular foster homes.

- Organize and Participate in Foster Parent Awareness Week with planned activities.
- Participate in the delivery of training for foster parents.
- Complete yearly foster home reviews.
- Visit and provide support to foster parents on a regular basis.
- Help foster parents to identify and use community resources for foster children.
- Collect and submit to finance foster home payments on a monthly basis.
- Ensure practice is in line with established standards and procedures.
- Ensures that Policies, Procedures and Guidelines reflect best practices and are in line with Legislations.
- Liaise and works in collaboration with the Supervisor and Community Social Services Workers in regards to the Foster Care Program.
- Work in collaboration with the community social service workers on foster care recruitment.

**2. Provides case management for all adult clients placed in specialized placements and Coordinates application process for adult clients identified as requiring specialized placements.**

***Main Activities:***

- Maintains contact with clients and relevant public guardians, case managers and Department of Health and Social Services Placement Specialists etc. as relates to the case management of clients in continuing care facilities,
- Review and follow-up up regarding case incident reports and requests for home visits
- Coordinates and monitors home visits
- Has face to face contact with clients to ensure their needs are being met within their placement.
- Research and identify client expectations and needs.
- Assess placement suitability during face to face contact to ensure placement meets the needs of the client.
- Work in collaboration with multiple agencies, territorial and inter-provincial identifying the most effective resources required for the delivery of future services.
- Work towards quality improvement for services to adults requiring specialized placement.

**3. Oversee and Provide services to the aged and mentally/physically challenged. 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:***

- Participate as a member of an interdisciplinary team to assist in the provision of services to the Aged, and mentally and physically challenged.
- Assist families/relatives to provide assistance to individual clients to make appropriate living plans, resolve personal adjustment problems, or cope with other difficulties.

- Provides, or arrange for the provision of other social services through or under the supervision of the other Supervisors (e.g. home support services, respite care, residential care).

**4. Oversee and provide support for the Adoptions Program in accordance with established standards and procedures.**

***Main Activities:***

- Foster community awareness
- Provide information/support to CSSWs and Adoption Workers
- Organize and participate in National Adoption Awareness Month with planned activities
- Ensure practice is in line with established standards and procedures

**5. Provide emergency social services after normal working hours and weekends.**

***Main Activities:***

- Receive after hour calls from the community agencies such as RCMP, Health Centre, the Public on child abuse and neglect situations and other emergent call relating to services provided.
- Collect the information received; contact the Supervisor of Social Services, if needed take action in and when necessary.
- The incumbent may be expected to be on stand-by on a rotating basis for emergency consultation and approval to front line community social workers

**6. Assist the Supervisor and/or Senior Management as requested**

***Main Activities:***

- Follow-up on client concerns, provide time lines and information feedback to supervisor and/or Senior Management to be able to handle the client concern.
- Acquire more information on a particular incident, report the findings to supervisor and/or Senior Management.
- May be requested to participate and represent the HRHSSA on regional and territorial committees.
- May be requested to act as Supervisor on short term basis.

**Work Place Health and Safety**

- Employees of Hay River Health and Social Services Authority are committed to creating and maintaining a safe and respectful workplace for employees and patients/clients. Building a safe and respectful workplace is everyone's responsibility.
- All employees and contractors have a professional and personal responsibility to perform their duties to health and safety regulations, standards, practices and procedures.
- All stakeholders (management, staff, UNW, and WSCC) need to ensure our

Workplace Health and Safety Committee works effectively, with a shared purpose of continuous quality improvement in health and safety.

- All Managers play an active role in workplace health and safety through their daily management: identifying prevention opportunities, ensuring staff are trained in Risk Monitor Pro, investigating potential risk and accidents, and applying timely corrective measures.
- A healthy workplace, where employees can provide quality service under safe conditions, is the right thing to do and makes good business sense.
- Physical Demands

## **KNOWLEDGE, SKILLS AND ABILITIES**

- Specialized professional knowledge in the behavioral sciences is essential to perform the specialized professional functions of this position.
- The incumbent must have demonstrated ability to deal effectively with people of all ages in a multi-cultural setting. It is essential to develop and maintain positive working relationships with individuals, board and other agencies and employees to communicate program information and obtain and respond to feedback from these individuals and organizations.
- Ability to administer, manage and provide leadership with excellent interpersonal communication skills (both written and verbal), and the ability to work cooperatively as a team member
- Must have excellent organizational behavior, analytical, facilitation and presentation skills
- Must have good knowledge of investigation skills
- Must be sensitive to the geographical and cultural needs of the people, and understand how community and culture impacts the delivery of health and social care.
- Must have a working knowledge of total quality management or continuous quality improvement processes.
- Must be computer literate; Outlook, word document, excel and SharePoint
- Knowledge and understanding of human personality, attitude formation and change and how to design and facilitate a change process;
- Thorough knowledge of the administrative philosophies, policies and practices of organizational systems and larger social systems
- Excellent written and oral communication skills including listening, observing, identifying and reporting
- Knowledge of Child and Family Services Act, Child and Family Services Standards and Procedures Manual, Adoption Standards, Young Offenders Act, Adoption Act and their Regulations
- Knowledge of Social Work standards of practice, ethics and policies
- Knowledge and ability to implement social work theories, practices and procedures

- The incumbent must be able to respond or assist in emergency situations and have very good interpersonal, mediation, negotiation and conflict resolution skills. Must have well-developed organizational, verbal and written skills, interviewing and analytical skills
- Must have a Valid Class 5 Driver's License
- Self-Control (Responds Calmly) – Feels strong emotion in the course of conversation or other tasks, such as anger, extreme frustration, or high stress, controls emotions, and continues to talk or act calmly, including in electronic correspondence.
- Flexibility (Adapts Normal Procedures) – Alters normal procedures or ways or working schedule to fit a specific situation, to get the job done and/or to meet children's needs and HRHSSA goals, (i.e. performs co-workers' tasks when needed)

**TYPICALLY, THE ABOVE QUALIFICATIONS WOULD BE ATTAINED BY:**

A Degree or Diploma in Social Science or Social Services plus 2 years of experience in Social Services case management, program development and delivery;

Must be able to obtain NWT Child Protection Appointment

Must be able to obtain NWT Adoption Worker Appointment

Must be able to produce a Satisfactory Departmental check with the Child and Family Services Information System

**WORKING CONDITIONS**

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

### Unexpected outbursts in and out of office setting

There is an impact on the incumbent's private life because of exposure to emotionally disturbing experiences.

### ADDITIONAL REQUIREMENTS

Position of Trust – criminal records check required

# CERTIFICATION

**Position Number: U0650**

<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</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”.**

New – January 2017