



Surrounded by Cedar Child & Family Services

Position Description

Non-Protection Family Service Worker

Overview

SCCFS' vision is to support the empowerment of the urban Indigenous community to continue the reclamation of traditional systems of caring for and protecting children so no child or youth will be placed in care. To achieve this, SCCFS will provide child and family services strongly rooted in Indigenous cultural values and world views while ensuring urban Indigenous children and youth grow up connected to family, community, and culture.

Position Summary

Reporting to the Team Leader of Non-Protection Family Services, the Non-Protection Family Service Worker provides short and long-term service to urban Indigenous children, youth, and families who may require support. As the case manager, the Non-Protection Family Service Worker will collaborate with families, extended families, Nations, and community partners to offer service and to help identify and implement plans that assist families in achieving the goals they have identified. Empowering and strengthening urban Indigenous families, the primary intention of this position is to provide service and support that is rooted in Indigenous ways of knowing and being and to reduce the stigmas around reaching out for help.

Primary Responsibilities

Family Support

- Builds and nurtures positive, meaningful relationships with urban Indigenous children, youth, and families who require support, collaborating with their Nation(s) and community supports.
- In relationship with the family, their Nation(s), and community supports, learns about the needs of the family, identifies supports that may be available, and works collaboratively to implement any services or supports to be provided.
- Uses a holistic, inclusive, and collaborative approach to ensure any plans to support the family are realistic and achievable.
- Makes referrals to appropriate services, assists the family with childcare needs, completes applications for childcare subsidies, attends planning meetings, supports the family to attend court when required.
- Advocates for the needs of all family members and any other support appropriate to the home and situation.
- Carries out review meetings as outlined in the *CFCSA*, as well as in *AOPSI* and/or Ministry policies and procedures around voluntary Family Services.
- Ensures any allegations of abuse and/or neglect are immediately reported to a fully delegated worker and assists the family through the process of navigating large government systems.

Case Management and Documentation

- Documents all contact with families according to agency standards and ensures follow up on any agreed upon action items.
- Ensures documentation and file recordings are accurate, complete, and up to date according to standards and agency policy.
- Meets with the Team Leader on a consistent basis for clinical supervision and to review progress made in meeting the goals identified by the family.
- Consults with the Team Leader at key points in the provision of services and ensures there is a thorough review of relevant facts and data before decisions are made.
- Completes required paperwork for each family and ensures records are consistently up to date. Ensures case files contain clear, accurate and orderly records. Maintains electronic files of case notes, contracts, family plans, safety, and other relevant plans, as well as general correspondence.

Financial Processes

- Initiates and maintains any required financial assistance for the family.
- Adheres to the agency's financial policies and procedures.
- Ensures financial approvals are obtained prior to entering into any spending commitments.
- Assists in resolving any payment issues that may arise.
- Tracks receipts for all spending on company credit cards.

Delegated Team Responsibilities

- Maintains availability to provide regular duty coverage according to a rotating schedule established by the Team Leader.
- Attends weekly delegated team meetings. Contributes meaningfully to discussions. Provides up to date information regarding caseload.
- Covers other caseload responsibilities as requested by the Team Leader.
- Attends bi-weekly staff meetings, in-house training, and other meetings as required. Participates in agency events and activities as necessary.
- Participates in agency committees and/or working groups at the request of the Team Leader or other members of the Leadership Team.
- Acts as a mentor to junior/new team members.
- Attends work-related conferences, seminars and workshops as requested to enhance knowledge.
- Audits own work for compliance with required standards.

Other related duties as assigned.

Knowledge, Skills, and Abilities

- Knowledge of the history of Indigenous people in Canada and the impact of historical trauma.
- Ability to quickly build trusting relationships with families, children, youth, and communities to identify required support without imposing personal or professional bias.
- Experience working with children, youth, young adults, families, and community members who experience multiple barriers (multiple placements, homelessness, poverty, mental health, addiction, trauma, etc.).
- Demonstrates respect, care, and compassion free of judgement.

- Strong knowledge of AOPSI and the *Child Family and Community Service Act, Family Law Act, Adoption Act* and other relevant legislation.
- Knowledge of mental health and addictions with the ability to handle crisis and crisis intervention.
- Knowledge of child/youth health issues such as autism, FASD, ADHD, PTSD etc.
- Demonstrated ability to work in a respectful and collaborative way with team members, knowledge keepers, children/youth, extended family members, Nations, caregivers, and various agencies within the community.
- Well-developed written and verbal communication skills.
- Skilled at mediation with the ability to de-escalate challenging and sometimes volatile situations using traditional and mainstream approaches.
- Strong planning skills with the ability to work under stress/pressure.
- Intermediate computer skills including MS Office (Word, Excel, Outlook, and PowerPoint).
- Well organized and proactive with strong time management skills. Ability to adapt to changing priorities.
- Ability to maintain strict confidentiality.
- Able to work independently as well as working within a collaborative team framework.
- Willingness to continue learning Indigenous culture and teachings.
- Respect for Indigenous people and culture.

Training, Education, and Experience

- Bachelor’s degree in social work or child & youth care, or a related discipline.
- Preference may be given to applicants to currently hold C4 delegation in British Columbia (or have been delegated within the last 2 years).
- Experience working within the urban Indigenous community or with urban Indigenous children, youth and families is preferred.
- Availability Monday to Friday between the hours of 8:30 a.m. and 4:30 p.m.
- A willingness to travel and work some evenings and weekends.
- Valid Class 5 Driver’s license, a safe and reliable vehicle, and a favourable driver’s abstract.
- Clear criminal records check.

Working Conditions

Work is performed in a variety of settings including the SCCFS office, caregiver homes, and community settings. Regular travel to attend meetings and events is required. Evening and weekend work are required from time to time.

Critical Success Factors

In support of our Vision and Mission, we embody an agency culture that is supportive, team-oriented, caring, genuine/authentic, respectful, and fun (with laughter). Most importantly, we work from the heart to support our belief that: *Children are the most sacred gift that will ever be given by the Creator.*

<i>Department:</i>	<i>Family Services</i>	<i>Reports To:</i>	<i>Team Leader, Non-Protection Family Services</i>
<i>Updated:</i>	<i>Aug 2024</i>	<i>Direct Reports:</i>	<i>None</i>