



POSITION TITLE:	FAMILY SERVICE WORKER
DEPARTMENT:	FRONT LINE SERVICE
REPORTS TO:	SUPERVISOR

PHILOSOPHICAL OVERVIEW

All employees with Dnaagdawenmag Binnoojiiyag Child & Family Services are required to follow the Mission, Vision and Values of the Agency in all circumstances. In addition to carrying out their duties and responsibilities, all staff should operate under the provisions of Bill C-92 (An Act respecting First Nations, Inuit and Métis children, youth, and families); the requirements of the Child, Youth and Family Services Act; standards and guidelines of the Ministry of Children, Community and Social Services; and all other applicable legislation. Similarly, all employees shall follow the policies and procedures of Dnaagdawenmag Binnoojiiyag Child & Family Services, as well as the direction provided by the management team.

All employees are required to perform those duties in a manner that respects and reflects the culture, traditions and values that are common to the First Nation, Inuit, and Métis Peoples whom we serve. They shall always also seek relationships with Elders, community leaders and employees, to reflect the best interests of the children, youth, families, communities, and First Nations to whom we are accountable.

The work of all employees is governed by the terms of the Service Delivery Protocol negotiated by Dnaagdawenmag Binnoojiiyag Child & Family Services, the member First Nations and our partner Children's Aid Society's (CAS) with whom we share jurisdiction off First Nation.

POSITION SUMMARY

Within the Dnaagdawenmag Binnoojiiyag Child & Family Services Service Model, the protection of children and youth is a total community responsibility, everyone has a role to play. Indigenous people have an inherent right and responsibility to raise children in ways that are consistent with traditional child rearing practices. First Nation, Inuit and Métis communities retain the authority to fully participate in decisions regarding their children's care and well-being. These partnerships are described in service agreements and protocols that the Family Service Worker respects and adheres to.

The Family Service Worker plays an integral role in fostering positive outcomes for children, youth, and families who become involved in the child welfare system. This role is a primary contributor to the safety, resilience, and empowerment of Indigenous



children, youth, and families.

Specializing in risk assessment, intervention, and prevention from a wholistic and inclusive lens, the Family Service Worker strives to help families access resources and be empowered to overcome challenging situations.

The Family Service Worker contributes to the strengthening of Indigenous families and honours the strengths and inherent capacities of Indigenous communities, utilizing culturally appropriate community-based services, internal resources, and as part of a team, to address the needs of Indigenous families.

RESPONSIBILITIES

Assessment, Intervention & Prevention:

- Receive and review referrals assigned from the Initial Assessment team and conduct thorough assessments to evaluate allegations of child abuse and/or neglect.
- Conduct assessments and investigations with cultural competence and sensitivity, recognizing and respecting the unique cultural contexts, traditions, and practices of Indigenous communities.
- Collaborates with families, community members and other sources (i.e., school personnel, police, and neighbours) to gather insights into the family's dynamics, strengths, challenges, and protective factors.
- Engages families in the assessment process and service planning, demonstrating respect for their input and recognizing strengths while addressing areas of concern.
- Review historical information if available.
- Identifies immediate and long-term risks, such as abuse, neglect, substance abuse, domestic violence, mental health issues, and environmental factors that may impact a child's well-being.
- Utilizes assessment tools and culturally adapted frameworks to evaluate the level of risk, considering the child's developmental needs, attachment relationships, and family history.
- Incorporates the socio-economic, historical, and cultural factors that may contribute to the identified risks including how systemic issues and intergenerational trauma might impact the family's situation.
- Develops service plans in collaboration with families and communities to mitigate immediate risks, identifying supportive measures that can be taken to ensure the child / youths safety while maintaining their connection to their culture, community, and family.
- Develops and maintains effective and therapeutic casework relationships, providing counselling for the child and the family, and conducting ongoing assessments of emerging strengths, any child protection issues, and the level of risk to children in the home.
- Maximizes the participation of other internal and external service providers, as



appropriate, in the development and review of the service plan through facilitation of internal conferences, referrals, coordination among collateral service providers, and advocacy to ensure the receipt of appropriate and timely services.

- Leads, facilitates, and participates in consultations, family centred conferences, and case conferences with the client and service providers.
- Coordinate and monitor the provision of services, including counseling, parenting education, substance abuse treatment, mental health support, and more.
- Conducts investigations in ongoing child protection cases where there are new allegations of harm, including performing Safety Assessments and making Verification and Protection decisions.
- Conducts and participates in physical and sexual abuse investigations, as required.
- Continuously monitor and reassess the level of risk as circumstances evolve, adjusting intervention strategies and support plans accordingly.
- Propose interventions that are culturally appropriate, respectful, and aligned with the agency service model.
- Ensures that interventions are trauma-informed and prioritize the healing and well-being of the family.
- Where a child cannot remain safely within the home, the Family Service Worker will first explore all alternative options, engagement with parents and extended family, to identify options, and work with the First Nation, Inuit or Métis community representative to seek alternative plans to protect the child, while maintaining involvement by parents, family, and community.
- Performs both internal and external record checks, i.e., Fast Track, Child Abuse Register.

Conflict Resolution:

- Assesses and attempts to avoid the use of the legal system where possible, utilizing alternative methods of resolution, such as the use of internal cultural resources, the Circle process, and Alternative Dispute Resolution (ADR).
- Assists in the process of resolution, provides support and attends necessary meetings.
- Coordinates requirements for court hearings including preparing evidentiary materials, counselling family members regarding court procedures, reviewing case information with lawyers, and arranging for or notifying witnesses.
- Appears as a witness in child welfare, juvenile, criminal and youth courts to give evidence in support of the agency's recommendation and acts as a support and advocate for the child and family.
- Prepares legal documentation, as required, ensuring accuracy and completion prior to court.
- Prepares for, attends, and provides testimony in Family Court and Criminal Court.



Administrative:

- Has a strong working knowledge of all pertinent legislation, including the Child, Youth & families Services Act, Ministry Standards and Guidelines, Dnaagdawenmag Binnoojiiyag Child & Family Services policies, procedures, directives, and the Service Delivery Protocol.
- Maintain accurate and comprehensive case records, documenting assessment findings, observations, conversations, and collateral information. Adhere to agency protocols and legal requirements for record-keeping.
- Uses advocacy strategies on behalf of family members that ensure the child(ren) receive access to services within the community.
- Maintains effective professional working relationships with community collaterals.
- Attends team, departmental, and staff meetings.
- Adheres to finance and human resource policies, including the timely submission of accurate timesheets and i-expenses.

This position is accountable for the provision and implementation of protective services to families and children within the Dnaagdawenmag Binnoojiiyag Child & Family Services catchment area, in accordance with the Child, Youth, and Family Services Act, Ministry Standards and Guidelines, Partner Service Agreements and Protocols, and Dnaagdawenmag Binnoojiiyag Child & Family Services policies and procedures.

Other Duties:

- Other duties as assigned.

POSITION REQUIREMENTS

Education and Experience Requirements:

- Bachelor of Social Work Degree; or
- BSW equivalency;
 - Bachelor's Degree in a Human Services related field, and a minimum of three (3) years relevant experience working with children, youths, and families.
 - Consideration will be given to candidates that have extensive experience in Child Welfare or Indigenous Child Well-Being, in a similar position, and are willing to obtain any required additional qualifications.
 - Candidates with the above qualifications who are members of, or eligible for membership in the Ontario College of Social Workers and Social Service Workers are preferred.

Availability Requirements:

- Our office hours are 8:30am - 4:30pm, Monday to Friday, with a one-hour unpaid lunch. However, based on the needs of those we serve, our frontline staff regularly find themselves working outside of these hours, including evenings, weekends, and



holidays.

Knowledge Requirements:

- Knowledge of Indigenous culture and values, including awareness of the First Nation, Inuit, and Métis Communities we serve.
- Familiarity with trauma-informed practices and culturally responsive approaches.
- A solid understanding of and sensitivity to the experiences of First Nations and Indigenous peoples in Canada, and the impact of the legacy of Residential Schools and the Sixties Scoop upon them, is essential.
- Knowledge of and a high level of clinical skill with respect to child development, family dynamics, child abuse, and neglect.
- A high level of knowledge of diagnostic and treatment theories, methodologies and practices, and the ability to integrate theory and practice.
- A good working knowledge of community services within the Dnaagdawenmag Binnoojiiyag Child & Family Services catchment area and surrounding areas to assist in service provision.
- A solid understanding of and sensitivity to the experiences of First Nations and Indigenous peoples in Canada, and the impact of the legacy of Residential Schools and the Sixties Scoop upon them is essential.

Ability Requirements:

- Strong interpersonal and assessment skills, and a demonstrated ability to form effective working relationships with families and Dnaagdawenmag Binnoojiiyag Child & Family Services staff.
- Analytical skills to identify and resolve problems. Assess needs, formulate recommendations, develop appropriate service contracts, and determine actions specific to the needs of the child, youth, and family.
- Individual, marital, and family therapy skills to provide a broad range of therapeutic services to children, youth, and families.
- Empathy, resilience, and a commitment to advocating for vulnerable children and families.
- Critical thinking and decision-making skills in complex situations.
- Crisis intervention skills to determine the degree of risk to a child or youth, defuse potentially hostile situations, and take appropriate action to reduce the risk accordingly.
- Strong co-operation and consultation skills in working with First Nations, Inuit and Métis community representatives, Elders, and community leaders.
- Ability to work collaboratively in a multidisciplinary team and engage effectively with families from diverse backgrounds.
- Excellent interpersonal skills to liaise with community professionals, First Nations Designated Persons and Inuit and Métis community representatives, and other Dnaagdawenmag Binnoojiiyag Child & Family Services staff.



- Organizational skills to prioritize tasks, be self-initiating, and work independently.

Mandatory Requirements:

- Provide an acceptable Canadian Police Information Centre Check (CPIC) and Vulnerable Sector Screening (VSS).
- Able to provide a safe vehicle for use on the job, an acceptable Driver's Abstract, evidence of a valid Ontario Driver's License and of Personal Liability & Property Damage insurance coverage for at least \$2,000,000.00.
- Must be willing to work flexible hours including weekends, evenings and holidays as required.
- This position requires Authorization by the Executive Director.

ACCOUNTABILITIES

The employee is required to have a good working knowledge of all laws, rules, regulations, policies, and procedures, as well as the Service Delivery Protocol which impact on the employee's specific responsibilities. We undertake to make decisions, as required, which are consistent with these and then to act in a manner which provides quality services to children, youth, families, and communities.

WORKING CONDITIONS

- A working location with a hybrid work from home option is available, subject to initial and ongoing eligibility.
- Travel within the catchment area will be required from time to time.
- At our Agency, we actively encourage a healthy work life balance and aim to ensure working hours do not exceed 35 hours per week and/or do not need to be conducted during evenings and weekends. We recognize however, that the needs of the children, youth and families that we work alongside do require services outside of these hours. We have a flexible work policy where we aim to maintain an 8 hour schedule (inclusive of a 1 hr lunch), but there are occasions where such planning is not possible. In this role, you will need to have flexibility in your work schedule.